

# Kawartha Conservation

## Client Service Policy

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September 23, 2015

CS 004



**KAWARTHA  
CONSERVATION**

Discover • Protect • Restore



<b>Department:</b> Corporate Services	<b>Title:</b> Client Service	<b>Policy No:</b> CS 004
<b>Responsibility:</b> Director, Corporate Services	<b>Approved by:</b> Board of Directors - Resolution #90/15	<b>Date of Approval:</b> September 23, 2015
<b>Cycle of review:</b> Annually		
<b>Revisions:</b>		<b>Page 2 of 3</b>

**1.0 PURPOSE**

To establish Client Service Standards focusing on client service excellence in an informed, accountable, transparent, and trustworthy manner.

**2.0 OUR CLIENTS ARE?**

- Clients of all programs and services
- Community and business partners and key stakeholders
- Municipal, provincial and federal governments, and First Nations communities
- The public, including visitors to our conservation areas
- Members of the Board of Directors and staff

**3.0 OUR COMMITMENT TO OUR CLIENTS**

*We will:*

- Provide client service that is timely, welcoming and helpful
- Provide knowledgeable, professional and courteous service
- Treat clients with respect, fairness, openness and equality
- Ensure it is easy and convenient to contact us
- Collect and use client information in a lawful manner that protects the privacy of our clients, and is compliant with applicable legislation including the Municipal Freedom of Information and Protection of Privacy Act.
- Ensure that our facilities, products and services are accessible to persons with a disability. All client service provided by us shall follow the ideal of dignity, independence, integration and equal opportunity. We will meet or exceed all applicable legislation regarding the provision of client service.
- Ensure our client service locations are accessible, safe and healthy environments
- Provide clients with appropriate feedback mechanisms in a variety of manners, and have the ability to contact us regarding concerns.
- Strive to address comments, suggestions, and concerns to the clients satisfaction
- Acknowledge the receipt of feedback in an appropriate manner.



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#### 4.0 OUR CLIENT SERVICE STANDARDS

*We will:*

- Ensure clients are personally greeted at reception during business hours
- Answer telephone calls to our main reception in person whenever possible during office hours; outside of office hours or when it is not possible to answer a call in person, ensure that messages are responded to or forwarded to appropriate staff within one business day
- Ensure all staff provide a courteous and accurate voicemail greeting indicating when they will be available to respond to messages
- Acknowledge receipt of mail, voicemail and email within two working days
- Explain our processes and provide a reasonable estimate when client can expect work to be completed
- Keep clients informed and explain if there will be a delay and when they can reasonably expect the service or product to be provided
- Post notice of service disruptions on our website and telephone system
- Respect our clients' time by keeping scheduled appointments, and strive to attend to clients without appointments within 15 minutes, or schedule an appointment that will accommodate the client's needs
- Use plain language wherever possible, and provide more detail or explanation when asked
- Ensure that alternative arrangements have been made in an employee absence so that our clients will continue to receive timely service

#### 5.0 Continuous improvement

*We will:*

- Support this policy with an accompanying procedural document that will be utilized by staff to further guide their customers service efforts
- Provide our team with on-going training and education to ensure we meet our standards of client service excellence
- Ensure that all customers have the opportunity to provide feedback on the service received
- Respond to all feedback if accompanied by contact information within two working days
- Monitor feedback and review performance regularly
- Work to address comments, suggestions, and areas for improvement
- Review our commitments and standards regularly