



Customer Service Standards Policy

Policy Manual Section: Municipal Services - General

Policy Number: M-GEN-003

Authority: 8910/09

Date Approved: August 25, 2009

Department Responsible: Council Services

Revision Date: n/a

Review Date: August 2023

Status: Active

Purpose:

Customer Service Standards provide standards by which citizens and internal contacts can expect their service to be when interacting with the Town of LaSalle and with each other.

Policy Statement:

The Town is committed to providing a high level of service to all of its citizens, visitors, community partners, and to one another.

Scope:

All Town employees, regardless of what department they work in or what their duties are, are to provide service to the public. Interactions with co-workers (internal customers) are also customer service situations.

Policy:

1. All telephone calls must be responded to within 2 business days.
2. All e-mail inquiries must be responded to within 2 days, even if simply to acknowledge the inquiry.
3. All written correspondence should be responded to within 5 business days. Depending on the nature/complexity of the correspondence, the initial response may be an acknowledgement of receipt of the correspondence and expectation as to duration of time to complete or formally answer the service request.



4. Staff should use their “Out of Office Assistant” if they are going to be away for one full day or more. The message should be brief, include an alternate contact and must identify the date they are returning to the office.
5. Staff should change their voice mail message if they are going to be away for one full day or more. The message should be brief, include an alternate contact and identify the date they are returning to the office.
6. Staff should identify their department and name when answering the phone.
7. Staff should greet customers in person at the earliest opportunity with a smile and the following phrase: “hello, how may I help you”. If staff are already on the phone with a customer and also responsible for in-person inquiries, staff should indicate to the caller that they require a moment to acknowledge a customer at the counter. Listen carefully to their needs by asking questions, taking notes and confirming details.
8. When taking messages for another staff member, record as much information as possible about the nature of the request, the full name of the requestor and his/her contact number. If staff are certain about where the message will be re-directed, advise the customer of the staff member’s name, position and contact information. Customers will feel more empowered if they have this information. (Note: One caveat to this relates to by-law enforcement where the names and personal information of complainants are kept confidential in accordance with the Municipal Freedom of Information and Protection of Privacy Act).
9. Be pleasant, courteous, respectful and helpful.
10. Handling difficult situation or abusive customers: (“Abusive behavior” is displayed when customers shout, display extreme bullying behavior, use abusive or obscene language or make a personal threat). Staff are not expected to tolerate abusive behavior. If a staff member feels threatened, he or she is to advise their supervisor of the incident and request assistance if necessary.
11. General complaints – if a customer has a complaint about the service we have provided we will ensure an appropriate investigation and considered response. We will acknowledge a complaint within 3 working days and try to resolve complaints within 15 days (subject to legislative requirements). If we have made a mistake the customer will receive a written apology and advice concerning actions to be taken.



Responsibilities:

Council Services shall oversee this Policy.

Policy Review

This policy will be periodically reviewed and updated as required. This policy must be reviewed by the stated review date and approved by the responsible department.

References and Related Documents:

Policy #137

Council Report CL-29-09 - Director of Council Services/Clerk dated August 16, 2009.

Attachments:

None.