

## **CUSTOMER SERVICE POLICY**

### **PURPOSE:**

This policy establishes customer service procedures for services provided by the Town of Shelburne. This policy outlines how customer service will be provided by Town of Shelburne Staff.

### **STATEMENT:**

The Town of Shelburne is a government body that provides service to the people living within the boundaries of the Town of Shelburne. The employees of the Town of Shelburne strive to provide customer service excellence to all people living in Shelburne, Community Partners and any other party with which they have interaction.

### **PROCEDURES:**

#### **In-person/Face to Face Interactions**

##### Greeting

Members of the public will be greeted in a polite, friendly manner upon entering any service area.

##### Waiting

Members of the public will be notified of expected waiting times.

If a member of the public is looking for an out-of-office or unavailable staff member, Town staff will provide an email to contact the employee if no other staff member is able to assist.

#### **Phone Interactions**

##### Greeting

The telephone will be answered in a polite, friendly manner.

##### Voice Mail Greeting

##### Script:

You have reached the office of (name), (position), extension (\_\_\_\_) on (date). I am currently unavailable, but please leave your name, contact information and a reason for your call, or for immediate assistance press zero. Thank you.

## **Response Time**

### Business Hours

Phone calls coming in during regular business hours (Monday-Friday 8:30am-4:30pm) can be expected to be answered before reaching voicemail. If a voicemail message is left, it can be expected to be answered within the next business day.

### After Hours/Holidays

Voice messages left when the office is closed will be responded to during business hours within the next business day.

### Out of Office

Phone calls directed to a staff member who is out-of-office can be expected to be told the length of their absence in their voicemail recording if it is longer than one business day.

### Script:

You have reached the office of (name), (position) at extension (\_\_\_\_). I will be out of the office from (date) to (date), and will be unavailable during this time. Please leave your name, contact information and a reason for your call, or for immediate assistance press zero. Thank you.

### Put on Hold

Members of the public will not be on hold for longer than 2 minutes without having the option to speak with another staff member or ask for a call back.

## **Transfers**

### Reasons for Transfers

Members of the public will be transferred if they have contacted the main phone line but need to speak to someone from a specific department in order to have their question or concern properly addressed. Upon being transferred, the standards for response time apply.

Number of Transfers

Members of the public should only be transferred once. However, depending on the situation more transfers may be necessary.

Reasons for redirection to external phone lines

Members of the public can expect to be given contact information to other municipalities, other government agencies or organizations if they are calling for a service provided by another level of government or agency.

**Email Interactions**

Response Time

Business Hours

During regular business hours, members of the public can expect an email response within the next business day.

After Hours/Holidays

Emails received when the office is closed will be responded to during business hours within the next business day.

Out of Office

Emails sent directed to a staff member who is out-of-office can be expected to be notified that they are not checking emails, and told the length of their absence if the staff member is out of the office for more than one business day. The Out of Office notification will also give contact information to another staff member who might be able to assist them.

**Social Media Interactions**

Responses

All responses to social media posts and inquiries will be forwarded directly to the CAO/Clerk and will be responded to directly by the CAO/Clerk.

**Written Interactions – Letters**

Responses

Members of the public can expect a written acknowledgement within three business days with follow up correspondence as necessary.

## Complaints

### Types of Complaints:

- Breach of Privacy
- Insurance claim
- Service delivery
- Service level
- Lack of Customer Service
- No access to politicians

### Lodging a Complaint

There are a variety of ways in which a complaint can be heard. The following methods are encouraged and communicated to the public:

At any time, any person can:

- Complete a Complaint Form – located on our website and at the Town offices
- Request to attend the Town Hall and meet with the By-law Enforcement Officer, in his/her absence, the CAO/Clerk
- Contact the Ontario Ombudsman

All staff will accept complaints via written letter, e-mail, or complaint form. A form will be available at all public counters and the website. All complaints will be kept in a written log by the By-law Enforcement Officer. All complaints must include name, address and phone number of the complainant.

### Complaints Regarding Confidentiality Breach

All complaints pertaining to allegations of a breach of personal privacy shall immediately be reported to the CAO/Clerk who administers the Freedom of Information and Protection of Privacy Act. If an actual breach took place, the CAO/Clerk is obligated to report the breach to the individual whose privacy was breached and also the Provincial Information and Privacy Commissioner.

### Complaints Regarding Property/Vehicle Damage

Complaints regarding damage to vehicles or property shall immediately be referred to the Treasury Department who has the responsibility for risk and insurance.

### Responding To Complaints

The By-law Enforcement Officer will respond immediately to address the issue if possible. If the By-law Enforcement Officer is not able to address the issue, they will notify the appropriate Department Head or CAO/Clerk providing the following information:

- a) Date and time of complaint
- b) Nature of complaint

**The Department Head/CAO/Clerk will ensure:**

- a) Acknowledgement and receipt of the complaint with the complainant and advise of process.
- b) The complaint is investigated.
- c) Provide a response to the complainant within 10 business days. For those complaints that cannot be investigated and resolved within 10 business days, further communication is required with an estimate of when there will be resolution to the complaint.
- d) Document action taken.

If the complainant is not satisfied with the response, staff will direct the complainant to the CAO/Clerk and/or the Ontario Ombudsman.

**Analysis of Trends**

- Department Heads will review and analyze the complaint logs quarterly.
- The results of the review will be used in determining what improvements are required.
- Review of this policy will take place in the next review period (approximately every five years).