POLICY & PROCEDURE MANUAL

SECTION	CORPORATE SERVICES	POLICY NUMBER	2-3-12
SUB-SECTION	Customer Service	EFFECTIVE DATE	February 11, 2016
SUBJECT	Customer Service Policy		
AUTHORITY	General Government Services – January 27, 2016 Council – February 11, 2016		

PURPOSE:

The County of Dufferin identifies communication and connections as one of its priorities within its corporate strategic plan. This policy establishes customer service procedures for services provided by the County of Dufferin. This policy outlines how customer service will be provided by Dufferin County Staff.

STATEMENT:

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

PROCEDURES:
1. In-person/Face to Face Interactions
   1.1 Greeting
   Members of the public will be greeted in a polite, friendly manner upon entering any service area.

   1.2 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, Dufferin County staff will provide a phone number

and/or email to contact the employee if no other staff member is able to assist.

2. Phone Interactions

2.1 Greeting

The telephone will be answered in a polite, friendly manner. Staff will state their name when answering a call.

2.1.1   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.

2.2 Response Time

2.2.1   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.

2.2.2   After Hours/Holidays
Voice messages left when the office is closed will be responded to during business hours within the next business day.

2.2.3   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 there 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.

2.3 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.

2.4 Transfers

    2.4.1   Reasons for Transfers
    Members of the public will be transferred if they have contacted the main County 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.

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

    2.4.3   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.

3. Email Interactions

3.1 Response Time

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

3.1.2   After Hours/Holidays
Emails received when the office is closed will be responded to during business hours within the next business day.

3.1.3   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.

4. Social Media Interactions

4.1   Responses
Members of the public can expect a response to a message sent via social media during regular business hours, by the end of the business day. For messages sent after hours or on weekends, a response will be sent within the next business day.

5. Written Interactions - Letters

5.1 Responses

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

6. Complaints

6.1 Types of Complaints:

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

6.2 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:

- Discussing the issue directly with a staff member
- Discussing the issue with a manager
- Discussing the issue the Department Head
- Discussing the issue with the Chief Administrative Officer

At any time, any person can:
- Complete an Issue Form – located on website and at various offices
- Contact a Council Member
- Request to attend a Committee of Council meeting
- Contact the Ontario Ombudsman

All staff will accept complaints via telephone, face to face contact, letter, e-mail, or other delivery methods. A form will be available at all public counters and the website. All complaints will be kept in a written log by the department responsible.

6.3 Complaints Regarding Confidentiality Breach

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

6.4 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.

6.5 Responding To Complaints

Recipients of the complaint will respond immediately to address the issue if possible. If the person receiving the complaint is not able to address the issue, they will notify the appropriate Department Head providing the following information:

a) Date and time of complaint

b) Nature of complaint

6.5.1 The Department Head will ensure:

a) Acknowledgement and receipt of the complaint with the complainant and advise of process

b) the complaint is investigated

c) Offer that the matter could be placed on a Committee agenda

d) Provide a response to 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.

e) Document action taken.

6.5.2 If the complainant is not satisfied with the response staff will direct complainant to the Chief Administrative Officer and/or the Ontario Ombudsman.

7. Analysis of Trends

a) The Senior Management Team will review and analyze the complaint logs quarterly.

b) The results of the review will be used in determining what improvements are required.

c) Review of this policy will take place in the next review period (approximately every five years)