

# THE MUNICIPALITY OF THAMES CENTRE

# CUSTOMER SERVICE CHARTER

*The Municipality of Thames Centre aims to provide services with professionalism, transparency, and inclusivity to achieve high quality and service delivery standards. This customer service charter will ensure a consistent practice that reflects a commitment to municipal service excellence and accountability.*

## Who Are Our Customers

- Residents and Clients of all programs and services
- The public, including visitors to Thames Centre parks, trails and facilities
- Property owners, legal staff, real estate staff, local business, engineering firms and other consultants
- Key stakeholders from the agricultural, environmental and development communities
- Municipal, Provincial and Federal governments
- Members of Council and Staff

## In Our Commitment To Our Customers, We Will

- Provide customer service that is timely, welcoming and helpful
- Provide knowledgeable, professional and courteous service
- Treat customers with respect, fairness, patience, openness and equality
- Ensure it is easy and convenient to contact us
- Maintain customer confidentiality and abide by all privacy legislation
- Work to provide accessible services and to the provision of alternate formats consistent with the Accessibility Standards for Customer Service
- Ensure our customer service locations are accessible, safe and healthy environments
- Provide a clear process to manage and resolve issues

## For Continuous Improvement, We Will

- Ensure that all customers have the opportunity to provide feedback on the service received through a Thames Centre feedback form
- Review performance regularly, and provide an annual highlights report to our customers via our website
- Respond to all feedback (when required) if accompanied by contact information in a timely manner
- Continuously review our commitments and customer service standards on an annual basis

## For Our Customer Service Standards We Will

- Answer telephone calls 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 forwarded to appropriate staff within two business days
- Ensure all staff provide a courteous and accurate email/voicemail greeting indicating when they will be next available to respond to messages
- Acknowledge receipt of mail, voicemail and email generally within two business days
- Review Permit and Planning applications per Municipal and Provincial timelines, guidelines and regulations
- Keep customers informed of timelines and advise of potential delays
- Post notice of service disruptions on website, telephone system and social media channels
- Use plain language wherever possible, and provide more detail or explanation when asked
- Ensure posted tools online such as: procedures and guidelines, fee policies and schedules, maps, open data, technical checklists, requirements for all applications and requests are up to date and accurate
- Explain our processes and provide a time estimate on all work when possible
- Respect our customers' time by keeping scheduled appointments, and strive to attend to general counter queries from customers without appointments

## What We Expect From Our Customers

*We ask that you please..*

- Behave courteously towards our Members of Council, staff and our other customers
- Be respectful of posted rules including those regarding parking, entry fees, smoking, motorized vehicles, wildlife, pets, etc.
- Reach out to update contact information for invoices, billing, returned mail etc.
- Refrain from unwelcome verbal and/or physical actions including profanity and attempts at coercion
- Refrain from engaging in any act that gives rise to the concern for personal or public safety

## What We Expect From Customers Applying For Licenses, Permits and Planning Approvals

- Active participation in pre-consultation meetings
- Provide quality technical submissions and complete applications to avoid delay in processing
- Respond and provide outstanding review requirements in a timely manner
- Commitment from applicants to close permits and provide updates on changes