

**POLICY TITLE:**

CUSTOMER SERVICE STANDARDS POLICY

**POLICY STATEMENT:**

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

This policy will provide standards by which citizens, customers, internal contacts, and employees can expect their service to be when interacting with the Town of Rainbow Lake and with each other.

**EFFECTIVE DATE:**

February 23, 2022, as per resolution no. 68-2022

**POLICY GOALS AND OBJECTIVES:**

**1.1 Employees and Department Heads**

- a) All Town employees, regardless of what department they work in or what their duties are, are to provide service to the public;
- b) Greet our residents and customers in a friendly manner, and provide them with quality service each and every visit;
- c) Provide friendly and knowledgeable service to residents and customers, and treat them with patience and understanding;
- d) Respect resident's privacy and handle confidential information in an appropriate way;
- e) Be pleasant, courteous, respectful, and helpful;
- f) Respond and acknowledge receipt of customer contact within a timely manner.

**1.2 Phones and Emails**

- a) Employees are expected to periodically check their emails/voicemails and respond at their earliest convenience;
- b) Employees should identify themselves by using their first name when answering their phone and may state the department they work in;
- c) Employees should use their “Out of Office Assistant” if they are going to be away for more than 48 hours. The message should be brief, include an alternate contact (if applicable), and must identify the date they are returning to the office;
- d) Phone messages/voicemails will be updated as per the situation. If the employee is going away for holidays, they are expected to update their voicemail informing that they are currently unavailable, an alternate contact and a date they will be returning. When the office is closed for Christmas Holidays, the automated message for the office will be updated to reflect the days the office will be closed.

**1.3 General Complaints and Abusive Behavior**

- a) Handling difficult situations 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.
- b) If a resident or customer is unhappy with the quality of service received, they may make a complaint or comment in any one of the following ways:
  - In person at the Town Office
  - By letter, email, telephone, or posting on social media

The Town will record and monitor complaints about the quality of service and try to address concerns. We want to learn from complaints so that we can improve the quality of service we provide in the future.

**1.4 Service Accessibility**

- a) The Town will take all required steps to make sure our services and facilities are accessible to residents, including people with disabilities. The Town will comply with all applicable accessibility legislation requirements.

**Amendments:**

This policy may, from time to time, may be amended by a majority vote of the Town Council of Rainbow Lake, at a regularly scheduled Council meeting.



Mayor



Chief Administrative Officer

**NEXT REVIEW DATE: FEBRUARY 23, 2025**