

POLICY MANUAL	Policy 2-12
For Municipality of South Dundas	Effective Date: May 7, 2019
Subject: Customer Service Policy	Department: Corporate Services

PURPOSE

This Policy establishes customer service procedures for services provided by the Municipality of South Dundas. This Policy outlines how customer service will be provided by Staff.

STATEMENT

The Municipality of South Dundas is a government body that provides service to the people living within its jurisdiction. The Staff of the Municipality of South Dundas strive to provide customer service excellence to all people living within the Municipality, community partners and any other party with which they have interaction.

POLICY REQUIREMENTS

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 estimated waiting times.

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

Lunch Hour Coverage

Sufficient Staff resources, appropriately trained in front-line operations, are available to respond to inquiries between 12:00 noon and 2:00 pm, such that the Corporate-wide service standards regarding response times and customer service are met.

Phone Interactions

Greeting

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

Response Time

Phone calls coming in during regular business hours (Monday-Friday, 8:30 am to 4:30 pm) 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.

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

Phone calls directed to Staff 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.

Members of the public will not be on hold for longer than 2 minutes without having the option to speak with another Staff, ask for a call back, or provided with a voicemail or email address.

Members of Staff who are away from the office more than 2 days shall have their messages checked by a designated Staff person for follow up of any issues that require immediate assistance.

Voice Mail Greeting Script

"You have reached the office of (name), (position). I am currently unavailable, but please leave your name, contact information and reason for your call, and I will return your message within one business day. Thank you."

Out-of-Office Voice Mail Greeting Script

"You have reached the office of (name), (position). 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 reason for your call, and I will respond to your message upon my return. For immediate assistance, please dial zero "0" and our Receptionist will assist you. Thank you."

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.

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

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

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

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

Emails sent to Staff who are out-of-office can be expected to be notified by an out-of-office message with indicates the length of their absence. The out-of-office notification will also give contact information of another Staff who might be able to assist them.

Out of Office Email Script

"I will be out of the office from (date) to (date) and will be unavailable during this time. I will respond to your message upon my return. For immediate assistance, please contact the Municipal Office at 613-543-2673 or mail@southdundas.com. Thank you."

Social Media Interactions

During regular business hours, members of the public can expect a social media response within the next business day.

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

Please see Policy No. 3-15 Communications for further guidelines.

Complaints

Should an individual feel they have received unsatisfactory customer service, they may submit a formal complaint to the Municipality.

As per Policy No. 3-17 Customer Feedback, Compliments and Complaints, all public comments are encouraged to be submitted to the Municipality in writing and will be entered into the official Municipal complaint system.

Please visit the Customer Feedback page on our website for the complaint form, or submit directly to the Municipality in person, by telephone at 613-543-2673 or mail@southdundas.com.

Obscene or Threatening Interactions

Staff are not required to accept any form of obscene or threatening interactions. Such interactions should be terminated and reported to the Staff's immediate Supervisor.