

Town of Greater Napanee Customer Service Standards Policy



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1. Introduction

The Town of Greater Napanee has identified developing a high performing accountable workforce as a strategic priority. The Town is committed to providing a high standard of service to all customers, including internal staff, residents, business owners, property owners, visitors, tourists, investors, community groups, and other stakeholders.

2. Purpose

The purpose of this policy is to establish the Town of Greater Napanee's response time standards and etiquette when providing external customer service, to ensure we provide a consistent and reliable approach in serving our community. These standards also form the basis of evaluating formal complaints related to service delivery.

3. Scope

This policy applies to all employees of the Town of Greater Napanee.

4. Responsibilities

4.1. Council is responsible for:

- Approval of this policy and the standards contained within, as well as any changes made to the policy; and
- Supporting the implementation of these standards.

4.2. The Chief Administrative Officer is responsible for:

- Ensuring the values of the customer service policy are supported at an organizational level;
- Reviewing and responding to complaints that this policy has been breached by staff at a management level; and
- Recommending any necessary changes to this policy, for Council approval.

4.3. All management staff are responsible for:

- Promoting a culture that values customer service;
- Ensuring the customer service expectations are communicated to all staff within their department;
- Ensuring staff within their department have the tools and resources required to implement this policy;
- Reviewing and responding to complaints that this policy has been breached within their department; and
- Providing recommendations for ways customer service can be improved within the organization.

4.4. All employees are responsible for:

- Reviewing and implementing the standards set out in this policy;
- Providing customer service in a manner that supports a transparent, respectful and inclusive working environment; and
- Advising their supervisor of any factors that may limit or interfere with their ability to follow this policy.

5. Policy

The Customer Service Standards Policy is attached as Appendix A.

6. Related Documents

This policy should be read in conjunction with the following documents:

- Corporate Complaints Policy
- By-law Enforcement Standards Policy
- Respectful Conduct Policy
- Employee Code of Conduct
- Accessible Customer Service Policy

Municipal departments may also develop operating procedures or templates for staff to assist in implementing this policy.

Appendices

- Appendix A – Customer Service Standards



Town of Greater Napanee

Customer Service Standards

Appendix A to Policy CA-2023-01



Customer Service Standard

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Customer Service Standard

Pillars of Customer Service Standards

The Town of Greater Napanee Strategic Plan identifies “Modernizing Systems for Effective & Efficient Service Delivery” and “Developing a High Performing, Accountable Workforce” as two of the five success factors within the Strategic Framework.

The Town of Greater Napanee is committed to providing financially sustainable services and programs, through direct and efficient service delivery that allows the Town to thrive. This will be done through leveraging our culture of continuous improvement to identify opportunities to improve service delivery.

The standards outlined in this document reflect these priorities and the Town’s commitment to:

- Consistently provide customer service to meet or exceed the expectations of residents and businesses
- Provide clear and measurable expectations and results for the delivery of services
- Reduce calls and inquiries from being “bounced around” internally
- Develop mechanisms to gather regular and ongoing feedback from the community
- Provide service excellence at all levels within the Town and focus on the key drivers of customer satisfaction to:
 - Respond and acknowledge receipt of customer contact within a reasonable time frame
 - Provide accurate information and/or the avenue for the customer to receive it
 - Provide fair and consistent treatment
 - Be polite and respectful
 - Provide a response and ensure completeness of service or request
- Align with Corporate Values:
 - Respect – Actively listen to all individuals and acts towards others with dignity
 - Leadership – Lead boldly and by example and through involvement in the positive development of the Town’s culture and community fabric
 - Progressive & Accommodating – encourage new ideas and new ways of serving the community that bring innovation and responsiveness to the community
 - Accountable – Embrace measurements and reporting to promote transparency in the commitments made and achieved
 - Collaborative – Work together with staff from across the Town and our partners in a “one-team” mentality.

These guidelines set minimum standards to communicate with customers efficiently and respectfully.



Customer Service Standard

Channels of Communication

The customer service standards provide guidelines for quality delivery of services through the following customer communication channels:

- Telephone
- Email/Written Correspondence
- In Person
- Website Forms/Service Request Portal

General Response Expectations

Every customer can expect the following etiquette to apply during their service interactions with Town staff:

- Employees will strive to resolve service requests and inquiries on the first contact where possible.
- Any employee visiting a customer's property as part of their role will be equipped with a badge or other identification verifying they are a Town of Greater Napanee employee.
- If a report or question is best suited to another Town department, the employee receiving the request will forward or report the issue to that department on behalf of the resident. When the topic is not within the Town's scope or jurisdiction and is suited for another government partner, private business, or organization, Town staff will advise the customer of such and, where possible, provide a contact telephone number, email address, or website where the customer can obtain further assistance.
- If a report or question is best suited to the County of Lennox and Addington to respond, Town staff will offer to pass the request on directly and will also offer to provide the customer with the information to contact the appropriate County department.
- During a planned or unexpected disruption to services or facilities, the Town will notify residents promptly on channels most appropriate to the situation. This might include the municipal website, email list, social media, a notice posted at a physical facility, or other. The notice will include the reason for the disruption, the anticipated length of time, and a description of alternative facilities or services, if available.
- Employees approached outside of working hours will direct the customer to inquire or report through the Town website, email, or voicemail system so employees may address their request appropriately during regular business hours.
- The response hours for most customer service requests are the standard business hours of Monday to Friday, 8:30 a.m. to 4:30 p.m., excluding statutory holidays. The only after-hours services provided are Emergency Services (911) and the emergency line for watermain breaks and sewer backups at 1-800-342-6442.



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- Although the Town strives to resolve all customer inquiries and issues, employees are authorized to end a conversation with a customer who demonstrates threatening, aggressive or inappropriate behaviour or language. Where possible, the customer should be informed that continued inappropriate behavior will cause the employee to end the conversation. Employees are not expected to put themselves at risk during an interaction with a customer. As per Ontario's *Occupational Health and Safety Act*, employees shall be provided with a safe workplace free from violence, threats of violence, and harassment. Further details regarding these expectations are provided in the Town's Respectful Conduct Policy.

General Response Times

Our response standards are:

- Telephone Calls and Voicemails: responses will be provided within two (2) business days
- External Emails: responses will be provided within two (2) business days
- Social Media: responses will be provided within three (3) business days, when a response is necessary, as per the Town's Social Media Policy
- Letters and Regular Mail: responses will be provided within five (5) business days of receipt, where possible
- Website Forms or Service Request Tickets: an automatic response and ticket number will be generated immediately, to be followed up by initial staff contact within five (5) business days

Response times are according to regular business hours, from Monday to Friday between 8:30 a.m. and 4:30 p.m., excluding statutory holidays.

Due to the requirement to gather information, a full response or resolution may take longer than the response times set in this policy. In this case, an initial response acknowledging the request and clarifying if necessary will be provided within our standards, and a full response or resolution will follow in a timeframe appropriate to the situation.

Further details on each of the above communication methods are provided below.

Departmental Standards

The Corporate Customer Service Standards provide comprehensive minimum standards, and staff will strive to achieve these standards or better. In addition, departments may choose to implement a higher standard. There may also be unique business processes that have different standards, which would be approved by the CAO, Council, or Provincial and Federal Legislation. Each Town employee is expected to adhere to the standards in place for their role.

Management will be responsible to ensure compliance.



Customer Service Standard

Telephone

Telephone Response Time

Customer calls are returned as soon as possible when they are received. As a general rule, telephone calls will be returned within two (2) business days.

The initial response may not provide a complete resolution but will form an acknowledgement that the message has been received. Staff should also provide an indication of any further action that will be taken to resolve the issue. If more information or clarification is required before the request can be processed, that information should be sought at this stage.

Receiving Calls

When answering an external phone call, a consistent greeting should be used, always including a greeting and first name, and as appropriate, an applicable office and/or an offer of assistance.

Example: “Good afternoon, Town of Greater Napanee, Mark speaking. How may I help you?”

Example: “Good morning, Planning Department, Mary speaking.”

At the end of a call, staff members are encouraged to include three elements: summarize, set expectations and a thank you.

Example: “To summarize, once you submit the completed form, we will review it and provide feedback within 10 days. Thanks for calling and if you have any further questions, please contact me at extension 1234.”

Placing a Customer on Hold

If you need to place a customer on hold, ask permission to ensure they have time to wait. If they are not able to wait, provide an alternate solution on how you will contact them.

After placing the customer on hold, check back periodically. Thank them for holding.

Transferring a Call

There are two types of transfers: warm transfer and cold transfer.

Warm Transfer

A warm transfer is used when the caller and staff both stay on the line until a connection is made. The caller is on hold while staff relays information to the third party. Warm transfers reduce the chances of the customer being “bounced around” by ensuring that the proper transfer is made the first time. If the transfer isn’t the correct one, calls should be re-directed appropriately. Staff may also appreciate a “heads up” as to the issue; the customer will appreciate being transferred to the correct staff person.



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Example: “Hi Jim, I have Jane Smith on the phone and she requires information about her taxes. She has not received a tax bill this year. Could you assist Jane with her concern?”

Cold Transfer

A cold transfer is used when a caller is transferred directly. This process may be used with external or internal callers who specifically request a person by name, extension or department but offers no other information.

Voicemail Structure

Voicemail greetings should confirm that the caller has reached the correct mailbox for their inquiry and provide any necessary information about expected response timelines.

In Office

Include your name and department, as well as a prompt to have the caller leave a detailed message containing their name, number, and reason for their call. State that if their call is urgent, they should redial the main customer service line for assistance.

Example: “Hello. You have reach John, Administrative Assistant in Planning at the Town of Greater Napanee. I am unable to take your call at this moment. Please leave a detailed message including your name, number, and reason for your call. If your call is urgent, please hang up and dial 613-354-3351 to speak with a Customer Service Representative. Otherwise, please leave a message and I will return your call as soon as possible. Thank you for calling the Town of Greater Napanee and have a great day.”

Out of Office

Include your name, department, and period that you will be away, as well as a prompt to have the caller leave a detailed message containing their name, number, and reason for their call and that you will respond upon your return. In addition, staff can provide callers with an alternate contact while they are away from the office or have them redial the main customer service line for immediate assistance.

Example: “Hello. You have reach Jane, Manager of Facilities at the Town of Greater Napanee. I will be out of the office from June 1st to June 15th. Please leave a message including your name, number, and reason for your call, and I will respond upon my return to the office.

If you require immediate assistance, please contact Mary Smith at [direct line] or [ext. 1234].

OR

If you require immediate assistance, please dial 613-354-3351 to speak with a Customer Service Representative.

Thank you for calling the Town of Greater Napanee and have a great day.”



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Absences

Voice messages are the responsibility of staff. If you are out of the office for more than a day and unable to update to your voice message, inform your Manager that it needs to be changed.

Staff are not expected to change voice messages while they are away for brief periods during the day (i.e. away for a 2 hour meeting). If you are out of the office for an extended period, voicemail should reflect that vacancy.

If an employee is off sick, the Manager is responsible to determine the best option to address calls that are on voicemail during absences (i.e. retrieve messages, set up call forwarding, change voicemail message, etc.)

Leaving a Voicemail Message on a Customer's Phone

When you leave a voice message for a customer, it is important to leave a call back number; most callers have call display and often call the Main Line asking who called from the Town of Greater Napanee. Leaving details for the customer will eliminate confusion on who to contact in the Town.

Guidelines:

- Speak slowly and clearly, and keep the message as brief as possible
- Leave your name, position/department
- Indicate that you are calling from the Town of Greater Napanee and leave a phone number, with either a direct line or extension
- Indicate the reason for your call
- Repeat the call-back number as a courtesy

Receiving Calls Outside the Standard Administration Hours

If you are working outside the standard administration hours (8:30 a.m. to 4:30 p.m.), and you receive a call from the public when the offices are closed, provide the caller with the Town's standard hours and the 613-354-3351 general number.

If the call is a **Water or Sewer** emergency, which cannot wait until the next business day, provide the caller with the after-hours emergency number 1-800-342-6442.

If the call is an emergency for Fire, Police or Ambulance, provide the 911 number.

Corporate Cell Phones

Corporate cell phone users will follow the same general telephone guidelines as established for internal corporate phones.



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Received a Call and Not Sure Where to Direct It?

A Town telephone directory is available on the Town's website, as well built into the Telus Business Connect App, to assist staff in locating the appropriate contact within the Town.

Customer Service Representatives at the Front Counter can also help to re-direct customers to the appropriate department during business hours.

Email / Written Correspondence

General Guidelines for Correspondence

- All correspondence should be written and formatted in accordance with accessibility standards and regulations to ensure accessible content for users
- Utilize the spell check tool whenever necessary for all corporate documents
- If you are unable to provide a complete resolution to the issue, respond to the customer and outline the next steps
- If you have received a written/verbal request in error, re-direct the request to the appropriate employee/department as soon as possible for resolution
- All correspondence should include staff contact information for the customer to contact you directly

Correspondence Response Time

The following standard response times have been established for staff to respond to electronic and written correspondence. During periods of high volume and increased departmental demands, customers may experience a longer than normal response time.

The Town reserves the right to provide no response to certain types of correspondence, including unsolicited business proposals, messages that appear to be spam or phishing, blanket mailing lists, and messages promoting hate or harassment of individuals.

Letters:

Customers will receive a response to a general inquiry within five (5) business days.

Email:

Customers will receive an initial response to an email inquiry within two (2) business days. This refers to both internal and external communication.

Social Media:

The Communications division is responsible for monitoring and responding to social media on behalf of the Town of Greater Napanee. In accordance with the Town's Social Media Policy,



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official pages will be monitored during business hours and responses to comments and direct messages will be provided within three (3) business days where a response is required.

Email

Only email accounts assigned to staff by the Town shall be used to conduct and respond to Town business. Employees will not conduct Town business on personal email accounts.

A standard email signature is required by all Town staff for internal and external emails as follows:

  	John Doe Position Title Department Office Address Phone Number www.greaternapanee.com
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This e-mail may contain privileged and confidential information intended only for the individual or entity named in the message. If the reader of this message is not the intended recipient, or the agent responsible to deliver it to the intended recipient, you are hereby notified that any review, dissemination, distribution or copying of this communication is prohibited. If this communication was received in error, please notify us by reply e-mail and delete the original message.

Le présent message peut contenir des renseignements confidentiels réservés à l'usage exclusif du destinataire ou de l'organisme y figurant. Par conséquent, si vous n'êtes pas le destinataire de ce message ou la personne devant le lui remettre, nous vous avisons qu'il est strictement interdit de le passer en revue, de le diffuser, de le distribuer ou de le copier. Si vous avez reçu ce message par erreur, nous vous remercions de nous en aviser par retour de courriel et de détruire le message original.

Email Out of Office Assistant

Staff are expected to use their "Out of Office Assistant" when away from the office and unable to check messages. The message should include duration of absence, appropriate message and alternative staff contact details. Samples are as follows:

Internal

Currently, I am out of the office until Monday, February 14, 2023 and will be responding to emails upon my return.

If you require immediate response, please contact John Doe at ido@greaternapanee.com or by calling 613-354-3351, ext. 9999.

Have a great day!

(include appropriate email signature)



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External

Thank you for contacting the Town of Greater Napanee.

Currently, I am out of the office until Monday, February 2023 and will be responding to emails upon my return.

If you require immediate response, please contact John Doe jdoe@greaternapanee.com or by calling 613-354-3351, ext. 9999.

(include appropriate email signature)

In the event of an **unexpected absence** (i.e. illness, emergency, etc.) and depending upon the nature of the position and duration of absence, an employee's Manager may contact IT to have a standard Town reply added to the email as follows:

Thank you for contacting the Town of Greater Napanee.

Currently, I am out of the office and unable to respond to emails. In my absence, please contact John Doe at jdoe@greaternapanee.com or by calling 613-354-3351, ext. 9999.

Have a great day!

(include appropriate email signature)

In the event of an **expected absence** (ie retirement, leave of absence, etc.) an employee's Manager shall contact IT to terminate the email address or have a standard Town reply added to the email address as follows:

Thank you for contacting the Town of Greater Napanee.

Please be advised that John Doe has retired effective January 1, 2023. Your email will be forwarded to the applicable staff person for review and an appropriate response.

If a temporary response is required for a period of time, the Manager is responsible for terminating the staff email at the appropriate time.

In Person Customer Service

The Town of Greater Napanee has a single Administration Centre located at 99 Advance Avenue. The Administration Centre operates Monday through Friday from 9:00am to 4:00pm with Customer Service Representatives available to assist residents during these hours.

A designated employee will be present at the Customer Service counter to greet residents. When the designated employee is required to temporarily step away from the service counter, another designated employee will be present to monitor the area until their return.



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Should staff be required to attend to telephone and service counter enquiries simultaneously, in person customers shall take priority with the telephone enquiries attended to as soon as possible afterward. Callers have the option to leave voice messages, which should be returned promptly after the customer at the counter has departed.

We ask that customers who require a consultation with specific staff members or departments, or who require a specialized service, book an appointment in advance to ensure staff are available and equipped to serve their needs. For services where an appointment is recommended or required, the Town will strive to make this information available in advance, such as through the municipal website.

In general, employees will:

- Greet customers in a warm and professional manner
- Provide prompt service and serve customers in the order they arrive
- Show courtesy and respect even if the customer is upset
- Provide good customer service to assist the customer with the service/information. Avoid saying “That’s not my department” or “I don’t know who does that in the Town so I can’t help you with that”
- If you are not able to assist, ensure that the customer has the correct point of contact. If you are unsure, ask or call a colleague so that the customer will be guided to the appropriate department
- Provide Business Cards upon request

Accessibility

The Town of Greater Napanee’s [Accessible Customer Service Policy](#) statement expresses the commitment to provide quality goods and services that are accessible to all persons. The Corporation of the Town of Greater Napanee strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities; giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in similar way as other customers.

Accessible Formats and Communications Supports

If a person with a disability needs an accessible format, or help to communicate with us, we will work with the person to provide the format or support that will meet their needs.

If we are not able to meet the person’s particular requirement in a reasonable time frame, we will inform them and will work with them to determine an alternate method or will provide a summary of the information.



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Generally, and unless otherwise directed by policy or legislation, staff should respond to customer in the same manner in which they contacted the Town. (Emails are responded to by email, letters are responded to by letter, etc.) Responding to people in the manner in which they make contact respects dignity.

Customer Service Experience

The Town of Greater Napanee is committed to providing customers with quality, consistent service delivered in a timely and respectful manner. We aim to implement these standards at every stage of interactions with customers and every contact method.

Tips for Positive Interaction

- Listen intently; be positive
- Respect cultures and diversity
- Evaluate and clarify customer expectations; ask questions to understand
- Understand that each customer's need is different and respond promptly and professionally
- Show understanding and empathy, and be diplomatic
- Ensure your words, voice, tone, body language and facial expressions are aligned
- Remember that customers are contacting the Town for assistance. Focus on the drivers of customer satisfaction:
 - Timeliness and acknowledgment
 - Knowledge
 - Fairness
 - Courtesy
 - Outcome

Tips to Deal With:

- Verbal Abuse: Stay calm; be firm and respectful with the customer and advise that verbal abuse will not be tolerated. Inform your Manager/Supervisor immediately
- Threats: Inform your Manager immediately
- Complaints about Town employees should be directed through the Town's Formal Corporate Complaints Policy.

Unreasonable Customer Behavior

The Town of Greater Napanee endeavours to provide exemplary service to all members of the public and aims to address customer service requests equitably, comprehensively, and in a timely manner.

Vexatious, frivolous, and/or unreasonably persistent requests may compromise the Town's ability to deliver good customer service in an equitable, efficient and effective manner. The



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Town's Respectful Conduct Policy guides staff in identifying and managing these situations, with the intent of dealing with customers in ways that are consistent, fair and reasonable while acknowledging that there may be a need to shield staff from unreasonable behaviour.

Customers should be aware that depending on the frequency, nature, and severity of their actions that there can be consequences or sanctions. Although providing high quality customer service is the main goal of the municipality, the safety of our staff and residents is the number one priority.

Service Requests

The Town's frontline staff are available to:

- Provide information on Municipal services and programs
- Respond to questions or concerns
- Record and/or facilitate customer service requests, compliments, and complaints
- Accept payments and program registrations

Service requests are created for customer issues that cannot be resolved at the first point of contact. These requests are maintained in the corporate tracking system. Customers can report an issue through Customer Services, the appropriate department, or through the website. Once a Customer Service Request Form is submitted, the system captures and forwards these requests to 'triage' to be assigned to a staff member. The system then allows staff to efficiently manage requests and communication with both staff and customers.

What Constitutes a Service Request

A service request is a request for Town staff to perform an activity or provide information that falls within an established Town program, service area, or policy. Examples of Customer Service Requests include, but are not limited to:

- Requests to address damaged or missing signs, lights, etc.
- Requests to enforce a by-law infraction (these are processed in accordance with the By-law Enforcement Policy)
- Requests to repair a street or sidewalk
- Requests for or inquiries about snow removal
- Permit or license applications
- Billing inquiries
- Requests to purchase Town services, such as facility rentals or program registrations
- Requests for information



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What Does not Constitute a Service Request

Complaints are processed distinctly from service requests. The Town's complaint resolution process is detailed more fully in the Corporate Complaints Policy. Complaints may be formal or informal, and include such things as:

- dissatisfaction with the quality of service received, including failure to follow the standards set out in this policy
- dissatisfaction with the accessibility of a service
- dissatisfaction with an existing policy, program, or operational standard, or lack thereof
- allegation of wrongdoing by a municipal employee or elected official

Policy change requests are requests outside of the scope of municipal staff's authority and must be brought to Council in order to be considered or addressed. Policy change requests include such things as:

- requests to change a by-law to start or stop enforcing something
- requests for service level enhancements, such as a new facility or program
- requests for financial support outside of the approved budget or established policies and programs.

Policy change requests may be brought to Council's attention through one of the processes established in the Procedure By-law. They may be initiated by residents through correspondence and deputations, initiated by municipal staff through a staff report, or initiated by an individual Councillor through a notice of motion.

Service Request Process

Service requests may be submitted in one for the following four (4) ways:

- In Person at 99 Advance Ave
- By Telephone: 613-354-3351 or the direct line of a municipal employee
- By Email: info@greaternapanee.com or emailing a municipal employee
- Online: www.greaternapanee.com – Service Request / Report an Issue form

When submitting a Customer Service Request, customers will be prompted to provide their name and contact information, as well as information related to their concern/issue(s). Customers using the 'Customer Service Request Form' on the Town's website will have an additional option to insert image(s) or document(s) related to their concern, for staff to access and view once submitted. First and last name are required when submitting a 'Customer Service Request', and failure to include this information will result in the inability to log the request.



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If a request is received in person, by phone, or by email and the Town employee is not able to resolve a customer request on first contact, the request will be entered into the customer service ticketing system to ensure it is tracked and followed up on appropriately. Employees may encourage customers to complete this step themselves, or may log the request on the customer's behalf.

Customers can expect to receive the following response once a Customer Service Request has been submitted:

- An automated message acknowledging receipt of the request (if an email address was provided at the point of intake)
- A copy of the unique case number assigned to their request
- An automated acknowledgement of when the case is closed (if an email address has been provided at the point of intake)

It is the intent of the Municipality to respond to Customer Service Requests within five (5) business days. The length of time between receipt of the service request and completion of the request will vary by request type and circumstances. Departments may establish standard timelines for certain processes where a legislated timeline does not exist and where the resource output means that a five-day completion timeline is not reasonable.

If the service request cannot be completed within the timeframe, an employee will provide the customer with an update on their request and advise them of the anticipated next steps and timelines. Customers may request status updates by contacting the Town and citing their case number.

When a Customer Service Request is received for a service or request that is **not** provided or supported by the Town, staff who respond to requests of this nature will respond in a manner that is consistent with the following:

Dear [Insert Name of Customer]

Thank you for submitting a Customer Service Request Form. Unfortunately, as per **[legislation/mandate/policy]** the Town of Greater Napanee does not **[provide/support]** **[insert service/request]**.

(if applicable) It is our understanding that **[other government/agency]** has a mandate to support this service. More information is available at **[website/phone number]**.

The Town values and appreciates your feedback and although no resolution can be immediately sought, this data is presented to Council on a monthly basis and the data collected may be beneficial and considered for future planning by the municipality.



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Thank you,
The Town of Greater Napanee

Requests to Speak with the Mayor or Councillor

If a customer indicates that they would like to speak with the Mayor or Councillor regarding an issue:

- If the customer wishes to speak with the Mayor/Councillor directly, provide the Mayor/Councillor contacts as they appear on the website. Business cards with all Council contacts are available at the main service desk.
- Staff may also ask if they are able to provide assistance. It may be an issue that staff can assist with that can be logged into the issue tracking system, or that can be resolved at the first point of contact.
- If the customer wishes to have an issue presented at a Council meeting, direct them to speak to the Clerk or to visit the municipal website page to request a Deputation.

Customer Feedback, Measuring and Monitoring

Customer feedback is an integral part of service delivery at the Town of Greater Napanee. The Town recognizes the value of public input and will monitor feedback to ensure continuous improvement.

Contact Us

There are many ways to contact the Town, however, the main contact is:

Town of Greater Napanee
99-A Advance Avenue
Napanee, Ontario K7R 3Y5
Tel: 613-354-3351

Website Feedback

The Town website provides an avenue for customers to comment on the website and make suggestions for improvement. Look for the link in the footer of every page. The data is tracked and responded to by the Communications Department.

Complaints

The Town of Greater Napanee is committed to consistent and uniform process to respond to complaints received from member of the public regarding programs, facilities, Town services, Town staff and procedures. All complaints will be managed in accordance with the Corporate Complaints Policy.



Customer Service Standard

The Town of Greater Napanee recognizes the importance of public feedback and welcomes constructive complaints as a valuable form feedback regarding services, operations and facilities. The information gained from complaints helps to improve the quality of the services provided by the Town and the customer experience of residents.

Compliments / Feedback

The Town recognizes the value of public input and will utilize feedback and compliments to ensure continuous improvement. Compliments or feedback can be sent to the Town through:

- Email to info@greaternapanee.com
- In-person
- By phone
- Online [customer service feedback form](#)

Measuring Success – Random Audits/Surveys and Reports

All Town staff are expected to comply with the corporate standard contained within this document. Measurement tools such as random audits or customer satisfaction surveys may be implemented under the direction of the CAO.

Departments will be responsible to regularly track the time and closure rates of customer service requests and will provide monthly reports to Council meetings on this data, or on the schedule as established by Council.