



## **Customer Service Charter**

Watton Employment Services Inc. is committed to helping people get back to work as quickly and successfully as possible, in careers that are appropriate. Our customers (both clients and employers) are treated with fairness, dignity and respect. Our Customer Service Charter sets out how we propose to meet these commitments to our customers and fulfill our legal and self-regulatory obligations. The following are the basic commitments we make to our customers:

### **Communication**

*We are committed to:*

- Enabling you to contact us in the way you prefer – by telephone, text messaging, facsimile, email, in writing or in person
- Posting our regular hours of operation and providing services to meet customer demand and personal schedules, when possible
- Responding to your contact within one business day
- Continuously monitoring customer satisfaction with our programs and services, and encouraging clientele to contact us to discuss any concerns and resolve any service delivery issues
- Ensuring all customers receive immediate service during regular business hours to secure an initial intake appointment

### **Service Delivery**

*We are committed to:*

- Providing information about our programs and services in plain language to enable you to make informed decisions that best suit your learning and employment needs
- Providing all customers with the services of experienced case managers/support staff
- Ensuring customer service agreements are explained in full, are clear and understood

- Providing service off-site where a need has been identified when possible
- Providing customers with reasonable access to the Internet, telephone, and other office equipment as required

### **Privacy**

*We are committed to:*

- Protecting your personal information (including your phone calls and other communications) from misuse and loss
- Providing you with access to your personal information that we have on record and taking reasonable steps to keep your details accurate and up-to-date
- Reviewing our performance, in relation to privacy

### **Safety and Security**

*We are committed to:*

- Protecting your location, attendance and participation in our programs and services from third parties at all times
- Providing services that recognize the individual needs of customers and staff; including wheelchair accessible facilities

### **Your Concerns, Compliments and Complaints**

*We are committed to:*

- Actively encouraging feedback from our customers
- Dealing with your concerns or complaints promptly, fairly, completely and courteously
- Informing you of how we propose to act and expected results within 1 business day, and follow up with you as appropriate
- A review of your complaint by our Executive Director, at your request, if you feel that the issue has not been resolved to your satisfaction
- Reporting to our funding partners on customer service (concerns, compliments and complaints), including a measure of client satisfaction and employment service performance measures

*To discuss any customer service concerns, please contact:*

***Ann Newell, Executive Director***

***905-372-1901 ext. 201 or email [newell@watton.ca](mailto:newell@watton.ca)***