



**THE CORPORATION OF THE
TOWNSHIP OF ADJALA-
TOSORONTIO
Customer Service Policy**

ENACTED BY COUNCIL: August 11, 2021

MOTION NUMBER: 2021-276

REVISED BY COUNCIL:

MOTION NUMBER:

1 Purpose/Background

The purpose of this Policy is to support the Township of Adjala-Tosorontio's commitment to provide governance that is responsive to the needs of its residents in a manner that is open, transparent and fiscally responsible. The Township recognizes the importance of addressing service requests and complaints equitably, thoroughly and in a timely manner.

This policy establishes the principles of customer service and a formal complaint process that supports our commitment to a service level excellence related to the Township's programs, facilities, services and staff.

2 Scope

This policy applies to all customer service interactions between staff and the public via our officially supported service channels, including in-person, phone, email, our website (www.adjtos.ca), our official Facebook page (<https://www.facebook.com/AdjalaTosorontioTwp>) and our official Twitter account (<https://twitter.com/adjtostwp>).

This policy applies to:

- Township staff, services, programs and facilities; and
- Contractors and consultants working on behalf of the Township of Adjala-Tosorontio.

3 **Customer Service Principles**

The Township of Adjala-Tosorontio values our customers and is committed to providing excellent customer service in all aspect of our business.

Our customer service principles

- Serve all customers with professionalism, skill, and knowledge
 - Be courteous and helpful
 - Identify ourselves to customers by using our first name and the department in which we work
 - When customer needs cross into a different department or level of government, strive to make the transfer as person-centred as possible
 - Respond to customer requests in a timely, accurate manner - we commit to responding to customer inquiries across all supported service channels (in-person, phone, email, website, our official Facebook page <https://www.facebook.com/AdjalaTosorontioTwp>) and our official Twitter account (<https://twitter.com/adjtostwp>)) within 2 business days
- Act with integrity and treat customers with dignity and respect
 - Treat customers fairly and honestly while complying with all our policies, by-laws and regulations
 - Be person-centred and consistent when applying judgment and discretion
- Ensure our services are accessible for all customers
 - Ensure all customer service activities, processes, and standards are accessible to all
 - Meet or exceed all AODA regulations
- Ensure a safe and respectful workplace for all
 - A respectful workplace is a safe place for everyone who enters our doors, therefore harassment and violence will not be tolerated in our workplace.
- Constantly monitor and continuously improve service interactions across channels
 - Provide our service in the most cost-effective and timely manner possible
 - Be accountable to all customers and use feedback to improve our performance and service to our customers
 - Measure and improve work processes by implementing innovative ideas, applying appropriate technology, training staff to be helpful and knowledgeable, and encourage teamwork among staff

4 **Customer Complaint Policy**

Customers may not always be satisfied with a service provided and should

have the ability to express their issues or concerns to frontline staff providing the service. Customers are required to notify frontline staff in the department providing the service of their dissatisfaction with the intent of reaching a satisfactory resolution. Township employees will resolve issues or concerns of a customer to the best of their ability, working within our policies, by-laws and regulations. If a customer is not satisfied with the handling of their complaint via regular customer service channels or by frontline staff, a formal complaint can be submitted via paper form or online folder (see appendix A).

5 Customer Complaint Policy Procedure

Complaint forms received will be sent to the appropriate member of the senior management team for further investigation. You will receive notification of the staff member assigned to your complaint within 5 business days. After investigation, a formal response will be sent to you outlining the findings and any proposed resolution, where available, within 30 days of the date of submission.

6 Policy Administration

This policy shall be administered by the Digital Government Lead.

Complaint Form

Required fields are marked with asterisks (*)

Customers may not always be satisfied with a service provided and should have the ability to express their issues or concerns to frontline staff providing the service. Customers are required to notify frontline staff in the department providing the service of their dissatisfaction with the intent of reaching a satisfactory resolution. Township employees will resolve issues or concerns expressed by a customer to the best of their ability, working within our policies, by-laws and regulations. If a customer is not satisfied with the handling of their complaint via regular customer service channels or by frontline staff, a formal complaint can be submitted.

Please complete the form below making sure to provide all the required details.

Form Completion Instructions

All fields labeled with a red star are mandatory and must be completed before your application may be submitted.

Once submitted, you will receive an email confirming the receipt of your complaint. Your complaint will then be sent to the appropriate member of the senior management team for further investigation. You will receive notification of the staff member assigned to your complaint within 5 business days. After investigation, a formal response will be sent to you outlining the findings and any proposed resolution, where available, within 30 days of the date of submission.

Contact Information

Please enter your name *

Please enter your contact phone number *

Please enter your email address *

Please enter your contact address *

Please indicate how you would like the Township to contact you regarding your complaint *

- Email
- Phone
- Mail

Complaint Information

Are you submitting this complaint on behalf of someone else? *

- Yes, I am submitting this form on behalf of someone else
- No, I am submitting this form for myself

Please tell us which service and/or department you dealt with: *

Please tell us the date of your visit or interaction with the Township of Adjala-Tosorontio *



Please tell us the name(s) of any staff persons involved, if known

In 350 words or less, please provide us with the details of your complaint *

350/350 remaining

In 350 words or less, please describe how you would like to see your complaint resolved *

350/350 remaining

If you have contacted anyone else from the Township regarding this complaint, please provide the name(s)

Collection of Data Disclaimer

Personal information contained on this form is collected under the authority of the Municipal Act, 2001, S. O. 2001, c. 25 and will be used for the purpose of administering your request for, and use of, Corporate Complaint Form. Questions about this collection should be directed to:

The Clerk, Township of Adjala-Tosorontio
7855 Sideroad 30
Alliston, ON L9R 1V1
705-434-5055

Submit



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Contact

Township of Adjala-Tosorontio
7855 30th Sideroad
Alliston ON L9R1V1

Phone: [705 434 5055](tel://7054345055) (<tel://7054345055>).

Fax: [705 434 5051](tel:7054345051) (<tel:7054345051>).

[Contact Us](https://www.adjtos.ca/contact) (<https://www.adjtos.ca/contact>).