

# **Client Service Delivery Standards for Plan & Permit Review Program**

**August 27, 2019**

At the Upper Thames River Conservation Authority, our staff are well-trained and committed to serving the public and watershed stakeholders. We strive for clear and respectful communications and are committed to providing a high standard of service to all of our clients.

## **Who are our clients?**

- Clients of plan and permit application review program including watershed residents, legal staff, real estate staff, engineering and consultants;
- Municipal and provincial governments.

## **Our service commitment to our clients:**

We will:

- Deliver customer service that is timely, welcoming and helpful;
- Provide knowledgeable, professional and courteous service;
- Treat all customers with respect, fairness, openness and equality;
- Ensure it is easy and convenient to contact us;
- Maintain customer confidentiality and abide by all privacy legislation;
- Work to provide accessible services consistent with the Accessibility for Ontarians with Disabilities Act;
- Ensure our customer service locations are safe, convenient, and healthy environments.

These commitments mean that we will:

- Answer telephone calls whenever possible during office hours;
- Ensure all staff provide a courteous and accurate voicemail greeting indicating when they will be available to respond to messages;
- Acknowledge receipt of mail, voicemail and email within two (2) business days;
- Keep clients informed of timelines and explain if there will be a delay;
- When applicable, post notice of service disruptions on website and telephone systems;
- Respect our clients time by keeping scheduled appointments;
- Meet with "walk-in" clients where possible or arrange for follow up if staff are unavailable;

- Use plain language wherever possible, and provide more detail or explanation when asked;
- Post information online including UTRCA regulated area and screening maps, policies, procedures and guidelines;

**We will strive for continuous process improvements and:**

- Ensure that all customers have the opportunity to provide feedback on the service received;
- Monitor feedback and review performance regularly;
- Review our commitments and standards annually.

**We ask that our clients:**

- Contact our office before starting projects requiring a permit from the UTRCA;
- Participate in pre-consultation meetings;
- Provide quality technical submissions and complete applications;
- Provide requested information or technical resubmissions in a timely fashion;
- Be respectful to Authority staff and other clients;
- Contact a staff client service facilitator with concerns.