



POLICY	
Policy Number: CORP2020-007	Date Approved: January 2016
Department: Corporate	Date Reviewed: October 2020
Customer Service Standards	

1. **Policy Statement**

We strive to meet the following standards with each and every customer and appreciate their feedback.

- We will treat you with dignity and respect.
- We will treat you fairly while complying with all our policies, bylaws and regulations.
- We will ensure our services are accessible for all of our customers.
- We will identify ourselves to you by using our first name and the department in which we work.
- We will provide our service in the most cost-effective and timely manner possible.

2. **Purpose**

Customer Service Standards

The Town of Kirkland Lake delivers services that are focused on the customer. Kirkland Lake Town Council and Staff value our customers and are committed to providing excellent service in every aspect of our business.

3. **Scope**

Not Applicable

4. **Definitions**

Not Applicable

5. Policy & Procedures

MY311 – Customer Service Standards

The mission of My311 is to ensure a single-point-of-access to non-emergency Town of Kirkland Lake program and service inquiries for all residents, businesses and visitors, in order to provide convenient, prompt, accurate and reliable Municipal government information and requests for service to the public, while making the best use of staff expertise, resources and technology.

Online Service Request Triage

SERVICE STANDARD: Within 1 business day
DESCRIPTION: Provide a tracking number for online service requests

Telephone Response

SERVICE STANDARD: Answer 80 percent of calls in 75 seconds or less
DESCRIPTION: Incoming calls to 311 Contact Centre

Complaint Response

SERVICE STANDARD: Within 5 business days
DESCRIPTION: Initial response to complaints about the 311 service

Email Response

SERVICE STANDARD: Within 48 hours
DESCRIPTION: Response to an email

Mail Out

SERVICE STANDARD: Within 5 business days
DESCRIPTION: Provide material mail outs

E-Updates

SERVICE STANDARD: Daily weekdays
DESCRIPTION: Website, Facebook, Twitter updates

Enquiries: Chief Administrative Officer 705-567-9361 #234

Clerk, 705-567-9361 #238

6. Summary

Not Applicable