



Section	Client Service Standards Policy
Title	Corporate Services
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Revisions	0

Revision Version #	Date	Description of Changes	Adopted by Full Authority Resolution #
1.0	2022/10/03	Original Issue – Policy in effect	90/22

Client Service Standards Policy

The Sault Ste. Marie Region Conservation Authority's (SSMRCA) goal is for staff to work together to provide a high standard of effective and efficient service to all our clients. In pursuit of this commitment, we will provide information, advice and service in a helpful, fair, consistent and respectful manner.

Who are our clients?

- customers of all our programs and services
- community, business and key stakeholders
- education institutions
- municipal, provincial and federal governments
- the public, including visitors from outside our watershed

Our commitment to our clients. We will:

- provide client service that is timely, welcoming and helpful
- provide knowledgeable, professional and courteous service
- treat all clients with respect, fairness, openness and equality
- ensure it is easy and convenient to contact us
- maintain client confidentiality and abide by all privacy legislation
- ensure services are accessible and provide information in alternate formats upon request
- ensure our service locations are safe and healthy environments
- meet with walk-in clients where possible or arrange for a follow-up if staff are unavailable

Our client service standards. We will:

- answer telephone calls in person whenever possible during office hours; or when not possible, ensure that messages are responded to or forwarded to appropriate staff within two business days.
- strive to acknowledge receipt of mail, voicemail and email within two business days.
- for extended absences, ensure that all staff provide information on voicemail greetings and automated e-mail responses for alternative contacts

- explain our processes, using plain language wherever possible and provide more detail or explanation when asked
- post notice of holidays and service disruptions on our social media accounts and website and whenever possible

Further to this, for Plan and Permit Review. We will:

- review S. 28 applications per timelines in *Table 3: Level of Service for CA Review* based on **Client Service Standards for Conservation Authority Plan and Permit Review** guideline (endorsed by Conservation Ontario Council on June 24, 2019 and amended on December 9, 2019)
- keep customers informed of timelines and explain if there will be a delay
- provide access to online screening maps of the SSMRCA regulated area, post to our website Policies, Procedures and Guidelines for the Administration of Ontario Regulation 176/06, complete application requirements for permit applications, fee policies/schedules, Client Service Standards Policy and CA-Municipal MOUs

Continuous improvement. We will:

- ensure that all clients have the opportunity to provide feedback
- monitor feedback and review performance regularly, and strive to provide an annual report to our clients via our website
- review our client service standards and commitments annually

What we expect from our clients:

As the SSMRCA will make every effort to provide the best possible client service experience, staff must also be provided with a safe, healthy work environment in which they are treated with respect by all those who utilize SSMRCA programs and services.

We ask that you please:

- behave courteously and with dignity toward our staff and other clients
- be respectful of posted rules including those regarding parking, smoking, motorized vehicles, pets and trespassing
- respect our practice of a ‘no gifts’ policy

Issues Management, it is our policy to apply the following protocol:

The SSMRCA is committed to resolving issues that may arise during the delivery of our programs and services:

- Any dispute of fees for programs and services will be resolved through the most senior SSMRCA staff member first. If not satisfied, a request for the reduction of fees can be considered by the General Manager, finally if not satisfied, the client may request consideration by the CA Board.

Review Schedule:	5 Years	Next Review Date:	2027
Related Legislation, Regulations and Guidelines:	Client Service Standards for Conservation Authority Plan and Permit Review, Conservation Ontario, 2019 Guideline for CA Fee Administration Policies for Plan Review and Permitting, Conservation Ontario, 2019		

	Conservation Ontario's Client Service and Streamlining Initiative
Related Policies and Policy Tools:	