

# Customer Service Values and Policy Statement

## Values

Kagita Mikam Equity Employment Initiative strives for excellence and professionalism in providing customer service, both inside and outside the organization, within the limits of available, well managed resources.

To accomplish this mission, we agree upon the following values:

- Respect - we listen and meet each client where they are at, and plan to meet each client's needs with their consent;
- Authenticity -we are open, honest, and transparent about our services;
- Accountability - we are responsible for addressing and resolving issues, and committing to high ethical standards<sup>1</sup>;
- Communication - we listen carefully, communicate honestly, provide follow-through, and are transparent in our communication practices.
- Collaboration - we work alongside clients, and with community partners in leveraging resources and sustaining supports.

## Policy Statement

- It is Kagita Mikam's policy and responsibility to provide excellent service to the public.
- Client feedback helps us measure whether our services are meeting public needs and expectations. It also helps us identify problems that need to be solved. High quality customer service depends on Client feedback. While praise is always welcome, constructive criticism is truly helpful in the long run. The purpose of this policy is to establish uniform standards and procedures for responding to client feedback, thus making sure those responses are timely and that issues do not "fall through the cracks." The policy strives to treat every interaction with the public as an opportunity to produce a satisfied client, or at least one who feels that he or she was listened to and taken seriously, even if it was not possible to meet his or her request.
- Client feedback comes to Kagita Mikam in many ways. This policy outlines a procedure for responding to complaints, requests for service and questions that come to the Kagita Mikam Head Office through a client visit, call, letter or email.
- Kagita Mikam's urban offices are expected to use similar standards and procedures for the complaints, requests and questions that come directly to the urban office and not through Kagita Mikam's head office.
- The policy is not intended to cover: Complaints about the performance of specific employees, which are handled by the Executive Director.

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<sup>1</sup> This includes abiding by the Customer Standard set out by the Accessibility for Ontarians with Disabilities Act ([AODA](#)).

## Customer Service Practices

- All Equity Employment Initiative (EEI) team members have access to details/information, and will collectively agree on a transparent process to share information with clients;
- Before any meeting clients have with community and employer partners, EEI team will collect and share all documents/details and information (ex: expectations of meeting/agenda, background information/reference documents); and
- The EEI team will regularly provide a platform for participants to share feedback/debrief.

## Response Standards

When possible, complaints, questions and requests for service should be resolved in “real time” on the same day they arrive. However, in many instances, referral and follow-up are necessary in order to fully understand and resolve the issue. In such instances, the following standards for acknowledgement and resolution should be followed:

### Acknowledgement

- All complaints, questions and requests for service should be acknowledged within one business day.
- This acknowledgement should note the person to whom the issue has been referred and when the client can expect a response.
- If the client’s feedback is delivered by phone or in person, this acknowledgement should be given verbally during the call or visit.
- If the client’s feedback is delivered by e-mail, the acknowledgement should be given by email.
- If the client’s feedback is delivered by standard mail the acknowledgement should be sent via telephone, mail or e-mail, whichever is appropriate.
- For written acknowledgements, templates with standard language may be used to minimize staff processing time.

### Resolution

- A substantive response should be provided within seven business days.
- This response should include Kagita Mikam of the issue and the proposed resolution. Clear reasons should be given if it is not possible for Kagita Mikam to accommodate the client’s request.
- If a resolution is not possible within seven business days, the client should be notified and given the date by which they can expect a response.
- The resolution can be communicated to the client verbally, by e-mail or by mail, depending on the communication method most appropriate to the situation.

## Response Procedure

### Calls / Visits to a Kagita Mikam office

- When a client calls or visits a Kagita Mikam office with a complaint, question, or request for service, the issue should be resolved immediately, if possible, by Kagita Mikam or by referral to the appropriate contact.
- If immediate resolution is not possible, Kagita Mikam will take down the necessary information and let the client know when and from whom he or she can expect a response.
- The office receiving the referral is responsible for resolving the issue per the above standards.

### E-mails or Postal Letters to Kagita Mikam

- When client's send e-mail or mail to Kagita Mikam with complaints, questions, and requests for service,
- Kagita Mikam will send an acknowledgment e-mail or by mail within one business day.
- If Kagita Mikam is able to answer the question or resolve the issue right away without referral, it will do so and let the client know. In such instances, a separate acknowledgement is not necessary.
- Also within the first business day, Kagita Mikam will forward the item to the appropriate contact for response, noting the expected resolution date.
- The contact receiving the referral is responsible for resolving the issue per the above standards