

# CUSTOMER SERVICE STANDARDS

The Niagara Peninsula Conservation Authority (NPCA) aims to conduct our business with professionalism, transparency, and equity to achieve high quality and service delivery standards. These customer service standards will ensure a consistent practice that reflects the NPCA's commitment to customer service excellence and accountability.

## WHO ARE OUR CUSTOMERS?

- Clients of all programs and services
- The public, including visitors to NPCA conservation areas
- Landowners, legal staff, real estate staff, engineering firms and consultants
- Key stakeholders from the agricultural, environmental and development communities
- Municipal, provincial and federal governments
- Members of the NPCA Board of Directors and Staff

## IN OUR COMMITMENT TO OUR CUSTOMERS, WE WILL:

- Provide customer service that is timely, welcoming and helpful
- Provide knowledgeable, professional and courteous service
- Treat 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 and to the provision of alternate formats consistent with the Accessibility Standards for Customer Service
- Ensure our customer service locations are accessible, safe and healthy environments
- Provide a clear process to manage and resolve issues

## FOR OUR CUSTOMER SERVICE STANDARDS, WE WILL:

- Answer telephone calls in person whenever possible during office hours
- Outside of office hours or when it is not possible to answer a call in person, ensure that messages are forwarded to appropriate staff within two business days
- 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 business days
- Review NPCA Permit (Section 28) applications as per timelines specified in the Client Service Standards and planning applications as per municipal and provincial guidelines
- Keep customers informed of timelines and advise of potential delays
- Post notice of service disruptions on website, telephone system and within our email signatures
- Use plain language wherever possible, and provide more detail or explanation when asked

- Post tools online, including NPCA regulated area maps and open data, policies, procedures and guidelines, technical checklist for planning applications, complete application requirements for Section 28 NPCA permit applications, fee policies and schedules, and the NPCA Client Service Standards for Plan and Permit Review
- Explain our processes and provide a time estimate on all work
- Respect our customers' time by keeping scheduled appointments, and strive to attend to general counter queries from customers without appointments within three business days

## FOR CONTINUOUS IMPROVEMENT, WE WILL:

- Ensure that all customers have the opportunity to provide feedback on the service received through an NPCA feedback form
- Monitor feedback, review performance regularly, and provide an annual report to our customers via our website
- Respond to all feedback (when required) if accompanied by contact information
- Continuously review our commitments and customer service standards at least annually

## WHAT WE EXPECT FROM OUR CUSTOMERS:

*We ask that you please:*

- Behave courteously towards our Board of Directors, Staff and other customers
- Be respectful of posted rules including those regarding parking, entry fees, smoking, motorized vehicles, wildlife, pets, etc.
- Respect our 'no gifts' policy
- Refrain from unwelcome verbal and/or physical actions including profanity and attempts at coercion
- Refrain from engaging in any act that gives rise to the concern for personal or public safety

## WHAT WE ADDITIONALLY EXPECT FROM OUR CUSTOMERS FOR PLAN & PERMIT REVIEWS:

- Active participation in pre-consultation meetings
- Provide quality technical submissions and complete applications
- Provide requested information or technical resubmissions within the mutually agreed timeframe



