



The Corporation of the Town of Tecumseh

Corporate Services & Clerk

To: Policies and Priorities Committee

From: Laura Moy, Director Corporate Services & Clerk

Date to Council: October 22, 2019

Report Number: CS-2019-30

Subject: Customer Service Policy

Recommendations

It is recommended:

That Report No. CS-2019-30 Customer Service Policy **be received**;

And that the Customer Service Policy as appended to CS-2019-30 **be adopted**.

Background

At the November 13, 2018 Regular Council Meeting, a request was made for a Customer Service Policy.

Currently, the Town does not have such a policy. However, the Town maintains a high level of standards in municipal service delivery. In 2017, the Town conducted a Citizen Satisfaction Survey with 400 respondents. The results indicate that 97% of respondents are very satisfied with the level of municipal services and programs. The Town would like to continue this trend of high customer satisfaction by implementing a policy that will provide a consistent and accountable approach for customer service.

Comments

Legislation

Section 270(1) 5 of the *Municipal Act, 2001, as amended*, states that “a municipality shall adopt and maintain policies with respect to the manner in which the municipality will try to

ensure that it is accountable to the public for its actions, and the municipality will try to ensure that its actions are transparent to the public.”

Customer Service Policy

A Customer Service Policy (Policy) would formalize the Town’s level of expectation for customer service in regards to communicating with the public in a transparent and accountable manner by all Town employees. It would also address all forms of communication, including telephone, email, mail, through the Town’s website and social media platform, and establish reasonable timelines for responses to inquiries. In addition, a policy would emphasize professionalism at municipal sector meetings outside of the workplace.

To assist in communicating these expectations corporate-wide, during Customer Service Week from October 7 to 11, 2019, a draft Policy, as well as a draft Public Complaints Policy, was made available for all staff to review. Staff were encouraged to provide their feedback on both policies through submitting their comments to Corporate Services Department. The comments and recommendations submitted were reviewed and considered in preparing the proposed Policy appended to this report as [Attachment 1](#).

In conjunction with this Policy, staff attended a workshop titled “Managing Challenging Customer Service and Resolving Conflict,” offered through the Association of Municipal Managers, Clerks and Treasurers of Ontario (AMCTO) and facilitated by Andrea Moffat. The workshop discussed tools and provided knowledge to help staff to excel at maintaining the Town’s high customer service standards.

This Policy supports the Town’s Strategic Initiatives to deliver high quality customer service and communicate in a transparent and collaborative way.

Consultations

All Departments

Financial Implications

There are no financial considerations to the implementation of this Policy.

Link to Strategic Priorities

| Applicable | 2019-22 Strategic Priorities |
|------------|------------------------------|
|------------|------------------------------|

- Make the Town of Tecumseh an even better place to live, work and invest through a shared vision for our residents and newcomers.
- Ensure that Tecumseh’s current and future growth is built upon the principles of sustainability and strategic decision-making.
- Integrate the principles of health and wellness into all of Tecumseh’s plans and priorities.
- Steward the Town’s “continuous improvement” approach to municipal service delivery to residents and businesses.
- Demonstrate the Town’s leadership role in the community by promoting good governance and community engagement, by bringing together organizations serving the Town and the region to pursue common goals.

Communications

Not applicable

Website

Social Media

News Release

Local Newspaper

This report has been reviewed by Senior Administration as indicated below and recommended for submission by the Chief Administrative Officer.

Prepared by:

Jennifer Alexander, MPA
Deputy Clerk & Manager Legislative Services

Reviewed by:

Laura Moy, Dipl. M.M., CMMIII HR Professional
Director Corporate Services & Clerk

Recommended by:

Margaret Misek-Evans, MCIP, RPP
Chief Administrative Officer

| Attachment Number | Attachment Name |
|------------------------------|----------------------------|
| 1 | Customer Service Policy |