

Customer Service Policy

Policy Statement

Aligned with its corporate values of respect, cooperation, innovation and integrity, the Municipality of Middlesex Centre is committed to delivering effective, equitable and accessible customer service.

Staff will provide the best customer service possible and will work to ensure that each customer experience is meaningful, fair and respectful.

Likewise, customers (residents, visitors, businesses and others) are expected to behave in a respectful manner which promotes a positive environment.

Scope

This policy applies to all forms of customer service by municipal employees to the community, and appropriate conduct by customers requesting information, a service, filing a complaint or compliment, or providing feedback, and includes but is not limited to online, electronic, print and verbal communications.

Supporting Policies and Procedures

Supporting this policy is a Customer Service Procedure. The procedure outlines service standards, roles and responsibilities, and response to customer service-related complaints.

Other relevant Middlesex Centre policies and procedures include, but are not limited to:

- Accessibility Policy
- Codes of Conduct (Employee and Council)
- Respect in the Workplace Policy
- R Zone Policy and Procedure
- Social Media Policy