

Northwestern Health Unit Policies & Procedures		Number:
Manual:	Corporate Administration PROCEDURE Manual	
Section:	I, General	Page 1 of 2
Title:	Customer Service Standards	

Approved by:	Chief Executive Officer	Approval Date:	November 21, 2014
Revision Dates:			

CUSTOMER SERVICE STANDARDS PROCEDURE

REFERENCES

- Board of Health Policy – Customer Service Standards
- Board of Health Policy – Accessibility
- Ontario Public Health Organizational Standards

See also:

- Corporate Admin Procedures:
- Accessibility
- Client Feedback Processes

KEY / CRITICAL STEPS

1. Regular business hours (that is, office hours) are 8:30 AM to 4:30 PM, Monday to Friday (except statutory holidays) unless otherwise posted.
 - a. Without an appointment, wait time in a queue will be less than 20 minutes unless otherwise communicated.
 - b. In the case of a public health emergency the health unit can be contacted after regular business hours through the on-call system.

2. Under normal circumstances, health unit staff will respond to customer enquiries as follows:
 - a. Telephone calls will be answered by the third ring during business hours (8:30 a.m.- 4:30 p.m.) unless directed to voice mail.
 - b. Voice mail messages will be returned before the end of the next scheduled business day of the employee. Voice mail messages include a notice of when the staff person will be returning to work and the option to re-direct to reception.
 - c. Email or online messages that require a response will be acknowledged within two business days and answered within 15 business days. If a conclusive response is not

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possible, an interim response along with an estimated date for a complete response will be provided within 15 business days.

- d. Letters by mail or fax that require a response will be answered within 15 business days. If a conclusive response is not possible, an interim response along with an estimated date for a complete response will be provided within 15 business days.
3. Staff make all reasonable efforts to provide timely and accessible information to the public in multiple formats and languages upon request. Where the health unit is unable to provide the requested format, an explanation is provided to the individual and staff work with the individual to find a suitable alternative.
 4. The customer feedback processes are posted in the reception area of all health unit offices and on the health unit website(s).
 5. The customer service standards are referenced in the reception area of all health unit offices and are posted on the health unit website(s).

Approved / Revised: original signature on file