



*Simcoe/Muskoka
Literacy Network*

Customer Service Charter

Simcoe/Muskoka Literacy Network (SMLN) is committed to quality customer service. Customer service is a priority for us, and we show this by embedding customer service in our mission, core values, policies and operating procedures.

SMLN creates a welcoming environment for all. We do our best to provide our services in a timely manner that meets or exceeds customers' expectations and needs.

SMLN honours the privacy of our customers. We protect the privacy and personal information of our customers with privacy policies and procedures that meet the requirements of government legislation.

SMLN values respect, inclusion and accessibility.

- We respect diversity in all its forms.
- We adhere to the Canadian Human Rights Act and all appropriate government legislation
- We follow the Customer Service Standard of the Accessibility for Ontarians with Disabilities Act.

SMLN reviews our customer service practices regularly. We track and review feedback from our customers and are aware of best practices elsewhere. We adjust our customer service practices, as appropriate.

Feedback Requests

SMLN actively solicits feedback, both compliments and complaints.

We actively ask for feedback at the conclusion of every meeting and training workshop we co-ordinate.

We ask the agencies we support to complete a yearly questionnaire, seeking feedback about our services and asking for suggestions for improvement.

Our organization actively consults our community partners about how we could best serve their needs and the needs of their clients.

We meet regularly with other local community service providers to determine how to best meet the needs of our community.



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Complaint and Resolution Process

SMLN values its customers. If anyone has concerns or complaints about our services, we want to know about them. Our customer complaint procedures are visible and accessible. We will handle all complaints in confidence.

If you have a complaint, please contact our Executive Director

- in person at our office
- by telephone at 705-326-7227, or
- by e-mail at sahobbs@literaynetwork.ca

The Executive Director will record all written complaints in a confidential Customer Feedback File that will be stored in a locked desk or filing cabinet, or as a confidential electronic file. This record will include the information on the complaint and how it was resolved. No other staff or volunteers at SMLN will be able to view the contents of this file.

The Executive Director will acknowledge the complaint within three business days from the date of receipt. The Executive Director or designate will follow up and try to resolve it within 10 business days from when the complaint was received.

If the complaint is not resolved to your satisfaction, you can submit a written appeal to the Chair of SMLN's Board of Directors, C/O the SMLN office address. Our Board Chairperson will contact respond within 10 business days. The decision of the Chairperson or designate will be final.

Information in the Customer Feedback File will remain on file for one year. Then all records will be destroyed to ensure the confidentiality of the customer