



Ottawa Community Coalition for Literacy

Customer Service Standards

Reviewed and Approved by Board of Directors: December 10, 2014

Review Date: December 2017

The Ottawa Community Coalition for Literacy (OCCL) fosters a culture of 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.

OCCL creates a welcoming environment for all customers. We do our best to provide our services in a timely manner in order to meet customers' expectations and needs.

OCCL honours the privacy of our customers.

- We are committed to the protection of our customers' privacy and personal information.
- We have privacy policies and procedures in place that meet the requirements of government legislation. To view a copy, go to <http://www.occl.ca/privacy.htm>.

OCCL values respect, inclusion and accessibility.

- We respect diversity in all its forms.
- We seek to accommodate people with disabilities wherever possible.
- We adhere to the Canadian Human Rights Act and all appropriate government legislation.
- You can view a copy of OCCL's Non-Discrimination Policy at: http://www.occl.ca/pdfs/non_discrimination_policy.pdf

OCCL knows who our key customers are and actively solicits their feedback.

- We promote a culture of openness and transparency where customers and stakeholders have the opportunity to provide both informal and formal feedback on our services.
- We follow up on any issues, questions, concerns, needs, etc. raised by our customers.

OCCL reviews our customer service practices regularly.

- We assess our customer service practices and make enhancements as needed.
- We track and review feedback from our customers and are aware of best practices elsewhere.
- We adjust our customer service practices, as appropriate.

OCCL has formal customer complaint and resolution processes.

- We encourage customer feedback, both positive and negative.
- We have clear processes in place for customer complaints including policies about who receives and responds to complaints.
- If you have a question about this policy, or if the purpose of any other OCCL policy is not understood, you should contact OCCL's Executive Director. You can expect a response within 10 business days.

Revising This or Other OCCL Policies

OCCL is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of the Ottawa Community Coalition for Literacy that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Contact Information

Please direct questions, concerns or complaints relating to OCCL's Customer Service Standards to our Executive Director at:

Ottawa Community Coalition for Literacy

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Ottawa, Ontario K1K 1G8

Phone: 613-233-3232 Fax: 613-241-4170

Bell Relay: 1-800-268-9243

Email: info@occl.ca