



# Customer Service Charter

We're dedicated to providing a high-quality customer experience in all our programs and services. We work together to meet the planning, recreation, education and conservation needs of the communities we serve.

## FOUR PILLARS OF CUSTOMER SERVICE

### RESPONSIVENESS

We respond to your inquiries within two business days.

We explain our processes and provide a time estimate on all work.

We are approachable, professional and give you our full attention.

We provide personal service. You can talk to a real person during office hours.

We take a *No Wrong Door* approach. We will connect you with the right person to help you get the service you are looking for.

**1**

### COOPERATION

We listen carefully to understand your questions and concerns.

We work with you to find solutions and help you understand the outcome.

We are knowledgeable and provide accurate information.

We are open-minded and honest.

We respect and protect your privacy.

We welcome feedback to gauge our effectiveness over time.

**2**

### ACCESSIBILITY

We follow Accessibility for Ontarians with Disabilities standards.

We ensure our programs and facilities reflect the principles of independence, dignity, integration and equality of opportunity.

We endeavour to communicate using clear and simple language.

We try to accommodate all customers using a variety of communication formats.

**3**

### SAFETY

We strive to maintain safe trails and facilities in our conservation areas.

We work to create safer communities by communicating changes in river and weather conditions.

We protect people and property through policies and regulations.

We are available 24 hours a day, seven days a week for flood or conservation area emergencies.

**4**