

Customer Service Policy

Policy No: 02/03

Effective Date: May 28, 2003

1. Policy Statement

The Regional Municipality of York Police Services Board ('the Board') and the York Regional Police are committed to being the benchmark of excellence in policing. The achievement of this goal requires a corporate commitment to continuous improvement in service delivery to the public.

The citizens of York Region expect and deserve the best service from their police. The Board recognizes that public confidence, trust and satisfaction in the York Regional Police are enhanced when citizens receive excellent service. Therefore, it is the policy of the Board that quality customer service be provided to all citizens whenever they contact the Board or the York Regional Police for information or assistance or to initiate a complaint.

Furthermore, the Board acknowledges the Customer Service Strategy adopted by Regional Council on June 28, 2001 in the formulation of this policy. Its "Here to Serve You" motto complements the York Regional Police motto of "Deeds Speak."

Policy requirements set out in this document shall form part of the Police Services Board Policy Manual and the Chief of Police shall comply with these requirements in directing the York Regional Police.

2. Application

This policy applies to Board staff and members of York Regional Police.

3. Purpose

To establish acceptable standards of service performance expected of Board staff and members of York Regional Police.

4. Definitions

Customer service refers to the service provided to citizens who contact the Board or the York Regional Police seeking information or assistance or to initiate a complaint. The contact could be in person, by telephone, e-mail or correspondence.

5. Policy Guidelines

1. All public inquiries shall be dealt with in a timely, courteous, competent and fair manner.
2. All complaints shall be dealt with in accordance with Part V of the Police Services Act.
3. Board staff shall comply with the minimum performance standards* established by the Region of York.
4. The Chief of Police shall ensure that minimum customer service standards are developed for the York Regional Police.
5. Members of York Regional Police shall receive training in customer service.
6. The Chief of Police shall ensure that quality customer service is formally acknowledged and commended.
7. The Chief of Police shall ensure that non-compliance with customer service standards receives corrective action.

8. The Chief of Police shall monitor community satisfaction through a variety of means, including quality service surveys, and report the results annually to the Board.

* Minimum Performance Standards

1. During regular business hours, all callers are to have the option of reaching a live voice.
2. All telephone calls are to be returned within one business day.
3. All mailed or faxed correspondence requiring a response is to be answered within 15 days of receipt. All e-mails requiring a response are to be acknowledged within two business days and responded to within 15 working days.
4. Walk-in service customers are to be served in order and told the expected waiting time.
5. Customer complaints are to be acknowledged within two business days and follow-up should occur within a time-frame established at the time of acknowledgement (depending on the nature of the complaint).