



# Corporate Customer Service Standards

Haldimand County is committed to providing a more accessible, efficient and cost-effective local government for our residents.

[haldimandcounty.ca](http://haldimandcounty.ca)

905-318-5932



Consistent



Accessible



Responsive



Easy



**Haldimand**  
County

# Customer Service Standards

The customer service standards provide guidance to staff to ensure efficient and respectful communications with both external and internal customers .

## Haldimand County strives to provide customers:



### Positive Customer Interactions

- Ensure accurate response or transfer to appropriate contact.
- Make information easy to understand.



### Consistent Communications





- Use clear messaging in all available communication channels.
- Offer alternative formats available to eliminate barriers to service.



### Timely Responses

- Attempt to provide live answer.
- Acknowledge a message within two (2) business days.
- Utilize out of office notifications.

The Customer Service Standards further enable Haldimand County to:

-  Ensure fair and consistent treatment for all external and internal customers.
-  Provide a positive customer experience through clear, easy to understand messaging.
-  Define appropriate timeframes and guidelines in order to acknowledge and respond to a customer in a timely manner.
-  Enable processes that require a customer to only have to 'tell their story' once.