

## SERVICE EXCELLENCE COMMITMENT

### 1. General

The Walkerton Clean Water Centre (the Centre) is committed to customer service excellence. The Centre welcomes and appreciates feedback from all clients and the general public concerning provision of services and sharing of expertise.

The Centre exists for the purpose of educating and supporting our clients as they manage their water systems to safeguard water resources. The Centre coordinates, develops and delivers training courses and features a Technology Demonstration Facility, providing a unique opportunity for hands-on training and serving as a practical resource for operators and other water professionals. The Walkerton Clean Water Centre is an accessible facility.

This document will be provided to anyone requesting information on how the Centre handles feedback. Please contact the Centre if you would like the document in an alternative format. Information about the availability of this documentation is included in the posted public notice at the Centre and on the Centre's website.

For more information about our commitment to providing services to persons with disabilities, the Walkerton Clean Water Centre Customer Service Accessibility Policy Statement is available on our website at <https://wcwc.ca> or upon request.

### 2. Feedback Process

The Centre appreciates **ALL** feedback. Your comments are valuable to us as we plan and make future improvements to our customer service practices.

The public can provide feedback by any of the following means/formats:

- **Email:** [inquiry@wcwc.ca](mailto:inquiry@wcwc.ca) (Please indicate "FEEDBACK" in subject line)
- **WCWC Feedback Form:** Please see page 4
- **In person:** 20 Ontario Road, Walkerton, ON N0G 2V0
- **Telephone:** 1-866-515-0550
- **Bell Relay Service:** 1-800-267-6511 (for people with hearing and/or speech disabilities)
- **Fax:** 519-881-4947 indicate "FEEDBACK" on fax cover sheet
- **Mail:** Address as "FEEDBACK Walkerton Clean Water Centre", 20 Ontario Road, P.O. Box 160, Walkerton ON N0G 2V0

If any of these methods are not suitable, or if additional accommodation is required, please contact the Centre and indicate a preferable method. Please mark correspondence with the heading "Feedback".

## 2.1. Staff Responsibilities and Actions to be taken by the Centre

All feedback will be directed to the Human Resources & Communications Department and will be provided to the appropriate individual for response. Customers can expect to hear back within two business days.

If feedback is determined to be a complaint, the recipient will acknowledge receipt of the complaint – as long as contact information has been provided – according to the OPS Common Service Standards as outlined in the following table:

<b>Action by Walkerton Clean Water Centre</b>		
	<b>Step 1</b>	<b>Step 2</b>
Complaint received in-person or by telephone	Complaint will be acknowledged within 2 business days.	If the complaint is not resolved as committed to in the initial acknowledgement, a follow-up reply will be provided.
Complaint received by email or other online connection	Complaint will be acknowledged within 2 business days and answered within 15 business days.	If a conclusive response is not possible, an interim response along with an estimated date for a complete response will be provided within 15 business days.
Complaint received by mail or fax	Complaint will be answered within 15 business days.	If a conclusive response is not possible within this timeframe, an interim response along with an estimated date for a complete response will be provided within 15 business days.

Complaints received verbally — either in person or by telephone – will be recorded and information will be immediately forwarded to the appropriate individual for action.

Acknowledgement and follow-up replies may include: an outline of the next steps to be taken; who the complaint will be forwarded to (if necessary); or a proposed solution to the source of the complaint.

Feedback is reviewed monthly by the WCWC Management Team to help with business planning and customer service improvements.

## 2.2 Response to Complaints

If the complaint can be resolved immediately, the Centre's acknowledgement will describe the action taken to resolve the complaint.

If the complaint cannot be resolved within the above time limits, the acknowledgement will include information about the steps being taken regarding the complaint, and where appropriate, whether a further response will be provided about action taken by the Centre to resolve the complaint.

The steps being taken regarding the complaint could include:

- The issue is being redirected to another organization who is directly responsible for taking action on this issue.
- The issue is being discussed and explored with another organization to determine if and how the Centre can resolve the complaint.
- The issue is being tracked by the Centre to determine if the problem is systemic as opposed to an isolated incident.
- The issue will be considered in the future when the program is undergoing a periodic review.

This does not lessen any obligation for taking immediate action to resolve a complaint.

Where possible, the Centre's response will be in the same format as the complaint, unless another format has been requested. This will apply to the format of the acknowledgement and ultimate response.

### **3. Confidentiality of Personal Information**

The Centre is authorized by the Freedom of Information and Protection of Privacy Act and the Accessibility of Ontarians with Disabilities Act, 2005 (and Ontario Regulation 429/07 approved under the Act) to collect feedback on the manner in which it provides its services. The Centre collects this information in order to assess the performance of services provided. Some of the collected information includes personal information about those giving feedback.

The Centre will use personal information in order to:

- log feedback
- acknowledge and respond to complaints
- analyze feedback at the aggregate level (but not the individual who provided the feedback)

The Centre will not use personal information for purposes other than those listed when collected. If you require more information about the collection of personal information, please contact the Centre.

### **4. Contact Us**

If you can't find the information or service you are looking for, please call us at 1-866-515-0550, or email us at [inquiry@wcbc.ca](mailto:inquiry@wcbc.ca).

You may use the following form to send us your questions, comments and suggestions. The Walkerton Clean Water Centre is always looking for ways to improve the information and services provided. Your comments and inquiries are welcome. We want to make your experience the best it can be.

## FEEDBACK FORM

The Centre appreciates **all** feedback. Your comments are valuable to us as we plan and make future improvements to our customer service practices.

<b>Date:</b>
<p><b>Please specify the nature of your message so that we can properly direct your inquiry:</b></p> <p style="padding-left: 20px;">I have a question</p> <p style="padding-left: 20px;">I have a problem</p> <p style="padding-left: 20px;">I have a comment</p>
<p><b>Enter your message:</b></p>
<p><b>Would you like a reply?</b> If Yes, please complete the contact details below.</p> <p style="padding-left: 20px;">Yes      No</p>
<p><b>Please complete the contact details below ONLY if you would like a response:</b></p> <p>Name:</p> <p>Email address:</p> <p>Mailing address:</p>
<p><b>Notice of Collection:</b> Personal information collected in this form is collected in compliance with subsection 38(2) of the <i>Freedom of Information and Protection of Privacy Act</i>. The personal information that you have provided will enable us to respond to your inquiry and will only be used for that purpose. You will not be placed on any mailing lists, nor will your information be released to any third party, except as may be authorized by law. If you have any questions regarding privacy and your personal information, please contact: <b>Executive Coordinator, Walkerton Clean Water Centre, at 1-866-515-0550.</b></p>
<p><b>For Internal Use:</b></p> <p>Received by:</p> <p>Date:</p> <p>Forwarded to: Name/Dept.</p> <p>Date forwarded:</p>