



## LAC LA BICHE COUNTY POLICY

TITLE: RESPONSE TO PUBLIC CONCERNS	POLICY NO: CS-14-002
RESOLUTION: 11.564	EFFECTIVE DATE: OCTOBER 11, 2011
LEAD ROLE: MANAGER OF HUMAN RESOURCES	NEXT REVIEW DATE: OCTOBER 11, 2012
SPECIAL NOTES/CROSS REFERENCE:	AMENDMENT DATE: OCTOBER 11, 2011

### **POLICY STATEMENT:**

Lac La Biche County is committed to providing excellent customer service and recognizes that establishing procedures for responding to public concerns will enhance the level of service received by customers of the County.

### **PROCEDURE:**

1. Lac La Biche County has adopted the attached Customer Service Pledge. County employees are expected to adhere to the protocols detailed in this Customer Service Pledge.
2. Written public letters or concerns, whether by mail, facsimile, email or personal service, will be immediately referred to the appropriate County department for processing.
3. The department manager, or designate, will review the public letter or concern to determine whether they are deemed valid. Valid public letters and concerns will meet all of the following criteria:
  - i. Be legible and coherent,
  - ii. Be signed by at least one person, who provides a printed name and address, and,
  - iii. Not be libelous, impertinent or improper.
4. Lac La Biche County will acknowledge the receipt of those public letters or concerns that meet the full criteria of procedure 3 (above) as soon as possible and will provide a response no later than three (3) business days from receipt of valid public letters or concerns.
5. For public letters or concerns requiring significant research, a written undertaking shall be provided to the customers within three (3) business days acknowledging the request and advising when a response will be provided. In all cases, information is to be provided within thirty (30) days of request.
6. Public response requirements provided by Federal or Provincial Legislation and Lac La Biche County Bylaws take precedence over policy response standard provisions (i.e. Subdivision and Development Appeal Board).

“Original Signed”  
Chief Administrative Officer

November 10, 2011  
Date

“Original Signed”  
Mayor

November 15, 2011  
Date



## ***CUSTOMER SERVICE PLEDGE***

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**Lac La Biche County is committed to providing superior customer service. Every Lac La Biche County staff member is an ambassador for the County. Every staff member every day will provide customer service which is helpful, positive, courteous, timely, knowledgeable and professional. Customer service is every employee's responsibility.**

**Customer service delivery shall be driven by a “*Best Service*” philosophy which is the belief that each and every employee can and must make a positive difference by discharging their duties in a positive manner and delivering superior customer services. All Lac La Biche County Staff are to be, as our visual identity states: “Welcoming by Nature”.**



## TELEPHONE/VOICEMAIL PROTOCOL

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- ✓ All phone calls will be answered promptly (no more than three rings)
- ✓ All phone calls will be answered in a courteous manner (see below)
- ✓ The staff member answering the call will make a reasonable effort to provide information about the County and, as appropriate and reasonable; other outside agencies (refer to org chart and service listing).
- ✓ When transferring phone calls, the calling party shall be advised of the person they are being transferred to and their position.
- ✓ NO PERSON SHALL BE TRANSFERRED MORE THAN ONCE. Once a customer has been transferred, that customer becomes the responsibility of the employee to which the call was transferred. That employee must do everything in his/her ability to serve the customer before that employee is allowed to redirect the call or inquiry to another party.
- ✓ When answering a call on a direct line, the employee will identify their name in the greeting.
- ✓ Each employee's voicemail message will be kept current and relevant.
- ✓ Employees will return all voicemail messages within 24 hours of reviewing the message.
- ✓ When leaving messages on customers' voicemail/answering machine, employees will leave their name, number, position and/or department and any other information appropriate to assist that customer in establishing contact with that employee.
- ✓ Lac La Biche County is committed to providing 24 hour switchboard coverage.
- ✓ All incoming calls shall be answered as follows: "Good morning/afternoon Lac La Biche County; \_\_\_\_\_ speaking."
- ✓ Calls will be answered in the order in which they are received.
- ✓ To the best ability of the employee, callers should not remain on hold for longer than two (2) minutes.
- ✓ If a person comes to the counter and a call comes in, the front counter receptionist shall provide visual and/or verbal acknowledgement to the in-person customer and shall proceed with answering the phone call. The receptionist shall return to the in-person coverage as soon as possible. If other front employees are present, it is appropriate and expected that, that employee will assist with either the incoming call or the in-person customer.

*LAC LA BICHE COUNTY*  
*PROTOCOLS FOR COUNTER, WRITTEN AND EMAIL*  
*CUSTOMER INQUIRIES*

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- ✓ All counter customers will be serviced in a timely, courteous manner.
- ✓ If the assisting employee is on the telephone, the counter customer will be visually acknowledged by the employee.
- ✓ All employees dealing with in-person customers will be guided by the principle of listening first, responding secondly.
- ✓ Employees are to demonstrate courtesy and respect at all times even when (and perhaps especially when) the inquiry is of an adverse nature.
- ✓ Employees are charged with the responsibility to be helpful, empathetic, knowledgeable and accurate with their information. No “guessing” is allowed. It is allowed to advise a customer that we will get back to them with the required information or service provided that same is responded to diligently.
- ✓ Management staff will ensure that counters are appropriately staffed at all times during business hours.
- ✓ A timely response shall be provided to all inquiries. Information which is easily or readily available will be provided as soon as possible. A response to written requests will be provided within three (3) business days unless significant research is required.
- ✓ For items requiring significant research, a written undertaking shall be provided for the customer within three (3) days acknowledging the request and advising when a response will be provided. In all cases information is to be provided within thirty (30) days of request.
- ✓ Written correspondence from the County will be formatted according to the County’s Correspondence Guidelines and must be reviewed and edited for accuracy.
- ✓ Fax sheets shall clearly identify the sender and the sender’s contact information.
- ✓ Use of out of office assistant for email when away.