

The Municipality of Brockton
presents our

Customer Service Charter

The Municipality of Brockton is committed to delivering services with professionalism, transparency, and inclusivity. Through this Customer Service Charter, we aim to uphold consistent practices that reflect our dedication to service excellence, accountability, and the highest standards of quality in municipal service delivery.

For our Customer Service Standards, we will ...

- Provide customer service that is timely, welcoming and helpful, in the order they arrive.
- Provide knowledgeable, professional and courteous service.
- Ensure our staff are trained, knowledgeable and informed to provide prompt and effective service.
- Treat customers with respect, fairness, patience, openness and equality.
- Ensure it is easy and convenient to contact us.
- Maintain customer confidentiality and abide by all privacy legislation.
- Show courtesy and respect.
- Ensure front counter and phone coverage at all times
- Ensure our customer service locations are accessible, safe and healthy environments.
- Provide a clear process to manage and resolve issues.
- Keep customers informed of timelines and advise of service disruptions or potential delays.
- Ensure posted tools online such as: by-laws, procedures and guidelines, fee policies and schedules, maps, open data, technical checklists, requirements for all applications and requests are up to date and accurate.
- Use plain language wherever possible, and provide more detail or explanation when asked.
- Ensure the proper contact prior to transferring the call, email or redirecting the customer elsewhere.
- Staff will properly identify themselves at Municipal events through either by a Brockton ID badge or Municipal logo attire.

Who are our customers?

Our customers range from residents and visitors to program clients, the Federal and Provincial governments - and everyone in between.

Ultimately, if you have a reason to come into Brockton offices or inquire through written or verbal means, you are our customer.

What we expect from our customers?

We expect that our customers behave courteously towards our Members of Council and all staff for meeting decorum and conduct with staff as well as other customers. This includes respecting posted rules, including those for parking, smoking, pets, etc., as well as communicating changes to personal information for billing and communications.

We expect that our customers will refrain from unwelcome verbal and/or physical actions including profanity and attempts at coercion. This includes refraining from any acts that may raise concern of personal or public safety and abide by the Rzone policy.

Applying for a Municipal Service?

We expect that our customers actively participate in established pre-consultation meetings, information sessions and submit complete applications to avoid delaying process.

We require a commitment from applicants to provide updates on any changes, close applications and permits, as well as provide requested information in a timely manner to avoid delay in processing.

For continuous improvement, we will ...

We will provide customers the opportunity to provide feedback through feedback form and respond to all feedback (when required), if accompanied by contact information, in a timely manner as per the By-law or Policy.

We pledge to continuously reviewing our commitment to customer service on a regular basis to ensure high standards are maintained.

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For our Telephone Response Standards, we will ...

- Strive to answer every call, however when not possible provide a response within two (2) business days. If the call is urgent, staff will strive for a response within two (2) hours.
- Answer the phone with a greeting.
- When staff are working from alternative locations, when possible the phones will be forwarded to a Municipally owned work cell or a message can be obtained through email.
- When a customer needs to be placed on hold, staff will ensure the customer has time to wait and will provide a timely response with check-in's as needed or provide an alternative contact solution.
- Listen intently.
- Evaluate and clarify customers expectations - asking questions to understand.
- Show understanding and empathy.
- Provide a summary, when required, to ensure an understanding of the call for both staff and the customer.

Accessibility

Staff will ensure the accessibility standards are met as per the Accessibility for Ontarians with Disabilities Act, 2005, as amended, and requests for accessible documents will be provided upon request.

Any concerns regarding accessibility will be dealt with as per the Accessibility Standards for Customer Service Policy.

Voicemails

Staff will be sure to check their voicemail and return messages upon their return, within 24 hours, or provide an alternative customer service option when unavailable for an extended period.

Staff will also ensure to leave their full contact information, including their extension, and the reason for their call when leaving a voicemail.

Comments and Requests on Social Media

Each department has a staff member responsible for monitoring and responding to inquiries on Social Media, with the Clerks department being the main contact. Appropriate inquiries are to be responded to within two (2) business days.

Customers with urgent requests are requested to contact the Municipal Office by phone or email.

Resident Requests for Council

Staff will ask for the nature of the concern, as staff may be able to assist with the issue. If the matter cannot be resolved by staff, or the customer wishes to speak directly with a member of Council, staff are able to provide the option to speak with the CAO, Clerk or provide the contact method that is available on the website.

In the event a customer wishes to speak as a delegation at Council, staff will follow the procedural by-law.

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