



# CUSTOMER SERVICE CHARTER



## **Vision Statement**

- Partnering to provide optimal customer service beyond expectation

## **We Aim to...**

- Provide easy access to information regarding policies and procedures
- Establish clear lines of communication

## **We Promise That...**

- We will notify Ministries / Departments of changes in requirements / policies in a timely manner
- We will provide an explanation when our services do not meet acceptable standards of quality, timeliness and accuracy
- We will monitor our performance against standards set in the charter through feedback from our clients

## **Help Us to Help You**

- Compliance with policies and procedures will ensure that your requests are dealt with quickly.
- We will assist you with training of personnel in policies and procedures when needed.

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We Welcome Your Comments!  
We will consider all your suggestions  
as we seek to improve our services.

Tell us how we are doing  
by contacting our Help Desk at  
**502-7275**

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**We are delighted to serve you!**