

Customer Service Charter



We aim to provide a high standard of effective and efficient service to all of our customers. This charter explains our service commitment.

Who are our customers?

- clients of all programs and services
- community and business partners and key stakeholders
- municipal, provincial and federal governments
- the public, including visitors to our conservation areas
- members of the Board of Directors and other staff

Our commitment to our customers

We will:

- provide customer service that is timely, welcoming and helpful
- provide knowledgeable, professional and courteous service
- treat you with respect, fairness, openness and equality
- ensure it is easy and convenient to contact us
- maintain customer confidentiality and abide by all privacy legislation
- ensure services are accessible to all and provide information in alternate formats upon request
- ensure our customer service locations are accessible, safe and healthy environments

Our customer service standards

We will:

- answer telephone calls to our main reception in person whenever possible during office hours; outside of office hours or when it is not possible to answer a call in person, ensure that messages are responded to or forwarded to appropriate staff within two business hours
- ensure all staff provide a courteous and accurate daily voicemail greeting indicating when they will be available to respond to messages
- acknowledge receipt of mail, voicemail and email within two working days
- explain our processes and provide a time estimate on all work
- keep customers informed and explain if there will be a delay
- post notice of service disruptions on our website and social media
- respect our customers' time by keeping scheduled appointments, and strive to attend to customers without appointments within 15 minutes
- use plain language wherever possible, and provide more detail or explanation when asked

Continuous improvement

We will:

- ensure that all customers have the opportunity to provide feedback on the service received
- monitor feedback and review performance regularly, and provide an annual report to our customers via our website
- respond to all feedback if accompanied by contact information within two working days
- review our commitments and standards annually

What we expect from our customers

We ask that you please:

- behave courteously towards our staff and other customers
- be respectful of posted rules including those regarding parking, entry fees, smoking, motorized vehicles, wildlife and pets
- respect our practice of a 'no gifts' policy

Approved by the NBMCA Board of Directors on May 25, 2016