

OUR COMMITMENT TO YOU

Service standards are part of our ongoing commitment to client service excellence. These service standards outline the quality of service that you can reasonably expect to receive from us under normal circumstances. These service standards apply to anyone who receives, requests, or is affected by our services.

- 1** We will respond to or acknowledge your voicemail messages and e-mail correspondence within 1 business day.
- 2** We will maintain current, personalized greetings.
- 3** We will acknowledge or serve you within 10 minutes of lining up for service. When possible, we will provide you with an estimated wait time.
- 4** We will acknowledge your application within 1 business day, upon receipt.
- 5** Our online services will be available 24 hours a day, 7 days a week, with the exception of scheduled maintenance.
- 6** We will respond to or acknowledge your mail correspondence within 7 business days, upon receipt.
- 7** We will make every effort to serve you at your first point of contact. Should we need to transfer you, our goal is one accurate transfer.
- 8** We will clearly communicate our services and apply policies and procedures in a polite, fair and consistent manner.

HOW TO PROVIDE FEEDBACK

ABOUT OUR SERVICE

You are welcome to provide feedback about our service by contacting any staff member, filling out a paper comment card, or completing an online comment card at

www.frontcounterbc.gov.bc.ca/contact/