

# KEYS Customer Service Charter

KEYS Customer Service Charter has been developed to recognize and promote the dignity and worth of all people who use the services of KEYS Job Centres. It has been developed in collaboration with clients and staff of KEYS with the intent that this document will cultivate and promote a safe and respectful organizational culture.

The Board of Directors of KEYS has endorsed the Customer Service Charter and expects that every one working at KEYS will respect and uphold this Charter to the extent permitted by law and Government requirements.

## Standards You Can Expect:

When you access services at any KEYS office you have the following rights:

### 1. Right to be respected

Clients have the right to be treated with dignity and respect in all aspects of their service at any of KEYS locations.

Clients have the right to be treated in a courteous and non-judgmental manner, and to have requests for changes in services or supports addressed in a fair and timely manner.

### 2. Right to be free from discrimination on any grounds

Clients have the right to equal treatment with respect to the services and supports at KEYS without discrimination based on race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, marital status, family status or mental or physical disability.

### 3. Right to individuality, dignity, and freedom of choice

Clients have the right to participate in decisions related to their service, including the right to be involved in the creation of their action plan; the right to change their mind regarding the type of service or support that they desire, and the right to withdraw from service. All services offered at KEYS are voluntary.

### 4. Right to privacy and the expectation that the information you share will remain confidential

Clients have the right to have their privacy respected and to expect that their personal information, including records, will be treated in with confidentiality as further described in KEYS' privacy policy.

### 5. Right to speak and be heard

Clients have the right to speak and to have their opinions considered at KEYS. Clients have the right to a complaints procedure that is user-friendly. Clients also have the right to have another person speak on their behalf, if they so choose. Clients have a right to their own opinions and to express those opinions.

### 6. Right to be free from violence

Clients have the right to be free from violence at KEYS. Violence includes sexual harassment, sexual, physical, or verbal assault, and hate speech. KEYS will use all reasonable efforts to protect clients from harm.

### 7. Right to equitable opportunity

Clients have the right to be treated in a fair and just manner. This includes the right to have individual differences accommodated in services and supports when such accommodation does not cause undue hardship.

### 8. Right to be involved and included

Clients have the right to be involved and included as part of the KEYS community by being actively encouraged to give feedback, and by participating in events which are open to clients.

### 9. Right to be informed

Clients have a right to be informed of their rights and changes that affect them, including changes in programs or policies, and staff changes. Clients have the right to have fair access to KEYS programs.

### 10. Right to quality, prompt services

Clients have the right to expect that they will receive high quality service at KEYS Job Centres; and that they will receive those services promptly.

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## Measures of Accessibility and Responsiveness

1. Anyone entering into a reception area or employment resource area will be greeted within two (2) minutes of arrival.
2. Clients requesting an appointment with an employment counsellor, will receive an appointment within five (5) working days.
3. All phone calls will be answered within five (5) rings during normal office hours.
4. Messages left in the agency's general voicemail box during office hours will receive a response within two (2) hours.
5. Messages left in the agency's general voicemail box outside of office hours will receive a response by the end of the following business day.
6. Messages received through the agency's general email account will be checked daily and will receive a response within one business day.
7. Staff will consistently update their voicemail answering service outlining their schedules and any absences, and will respond to voicemail and emails messages within two (2) working days of receipt of these messages.
8. If you choose to contact us in writing, we will respond in writing within two (3) business days.

## Your Comments

In keeping with our goal of providing quality services, any positive comments or service improvements (suggestions) are encouraged. There are a number of ways to tell us what you think. (Your feedback is important to us.)

1. By completing a Comment Form available at the front entrance or at reception.
2. By completing the Client Satisfaction Survey upon completion of services.
3. By contacting the Program Supervisor in person or in writing:
4. If the issue is still not resolved, you are encouraged to contact the Director of Programs or the Executive Director.

KEYS will respond to any request to discuss concerns within three (3) working days. You will be contacted in the manner you request by the person you have requested to speak to, or their alternate in the case the person is unavailable.

## Help Us Help You

To assist us in our aim, we expect that you will:

1. Provide the staff at KEYS with accurate and up-to-date information.
2. Treat the staff at KEYS and others in service with dignity, respect, and courtesy.
3. Understand that staff time and resources are limited and therefore valuable.
4. You will be on time for appointments and workshops.

## Review of Our Charter

To ensure that we continually improve our service to you, we will review our charter at least once a year.

*Michael Harris,*  
Executive Director