

# Customer Service Standards Guidelines



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ORGANIZATIONAL SOLUTIONS INC.  
SOLUTIONS ORGANISATIONNELLES INC.

## **PURPOSE**

Organizational Solutions Inc. is committed to providing our clients with consistently high levels of customer service. In the pursuit of our commitment, the company will strive to ensure that our products, services, and facilities are accessible.

Employees shall uphold the company's values and act in accordance with the behaviours outlined in the guidelines below.

## **GUIDELINE**

At Organizational Solutions Inc., all employees will receive training on accessible client service and how to appropriately interact with people. Employees will:

- Greet clients in a friendly manner, and provide them with quality service each and every interaction;
- Provide knowledgeable service to clients;
- Treat clients fairly, with respect and dignity;
- Treat clients with patience and understanding;
- Respect client privacy and handle confidential information appropriately;
- Take responsibility and be accountable for the accuracy and quality of work; and
- Act with integrity at all times.

Organizational Solutions Inc. will make every reasonable effort to ensure that its policies, practices, and procedures are consistent with the principles of dignity, independence, integration, and equal opportunity. The company will:

- Provide copies of our customer service standards policy upon request, and ensure that the format is accessible for the client.
- Ensure that our products and services are accessible, and meet a consistently high standard of quality.
- Ensure that clients can access appropriate feedback mechanisms and can contact the company regarding concerns. Client feedback will be carefully considered, and Organizational Solutions Inc. will work to address comments, suggestions, and concerns. The company will appropriately acknowledge the receipt of feedback.
- Only collect and use client information in a lawful manner that protects the privacy of our clients and complies applicable privacy legislation.
- Ensure that our facilities, products, and services are accessible to persons with a disability. We will meet or exceed all applicable legislation regarding the provision of client service.
- Ensure all staff members provide professional, polite, and helpful service, while ensuring that all interactions are conducted with integrity, discretion, and respect.
- Provide all staff with appropriate client service training to ensure the consistent delivery of exceptional service.