



Customer Service Charter Including Complaint Resolution and Accessibility Commitments

At WILL, we are committed to meeting all of our clients' learning and employment needs. Clients are treated with fairness, dignity and respect. We aim to provide each client with a quality experience to facilitate individual learning and employment goals. Our Customer Service Charter sets out how we propose to meet these commitments to our clients and fulfill our legal and self-regulatory obligations. The following are the basic commitments we make to our customers:

Contacting WILL

We are committed to:

- enabling you to contact us in the way you prefer – by telephone, facsimile, e-mail, in writing or in person;
- posting our regular hours of operation and providing services flexible enough to meet client demand and personal schedules; including evenings and/or weekends based on client need;
- enabling customers who speak a language other than English to communicate with us by utilizing community interpretation services;
- responding to your letters and emails within five working days;
- continuously monitoring client satisfaction with our programs and services, and encouraging clientele to contact our Client Services Manager to discuss any concerns and resolve any service delivery issues;
- ensuring all clients receive immediate service during regular business hours to secure an initial intake appointment (within 5 business days); and
- scheduling initial employment counselling appointments within 10 business days of initial contact.

Choosing your services

We are committed to:

- providing information about our programs and services in plain language to enable you to make an informed decision that best suits your learning and employment needs;
- providing all clients with the services of an experienced employment counsellor;
- ensuring client service agreements are explained in full, are clear and understood;
- providing mobile service where a need has been identified; and
- providing clients with reasonable access to the Internet, telephone, and other office equipment as required.

Your privacy

We are committed to:

- protecting your personal information (including your phone calls and other communications) from misuse and loss;

- requiring in-person registration to access programs and services;
- providing you with access to your personal information that we have on record and taking reasonable steps to keep your details accurate and up-to-date; and
- having our performance in relation to privacy audited annually.

Your safety and security

We are committed to:

- protecting your location, attendance and participation in our programs and services from third parties at all times;
- providing services that recognize the individual needs of customers and staff; including fully accessible facilities for all our programs and services, and adhering to WILL's health and safety policies to ensure a safe learning and working environment for all; and
- notifying appropriate authorities if we have reason to believe a client is a potential harm to him/herself or others.

Your concerns, compliments and complaints

We are committed to:

- actively encouraging feedback (concerns, compliments or complaints) from our clientele;
- dealing with your concerns or complaints promptly, fairly, completely and courteously;
- informing you of how we propose to act, how long it should take and what the results are within 5 business days of receiving a complaint;
- a review of your complaint by our Client Services Manager, at your request, if you feel that the issue has not been resolved to your satisfaction; and
- reporting to our funding partners on customer service, including a measure of client satisfaction and employment service performance measures.

**To discuss any customer service concerns, please contact the
Client Services Manager at (519) 663-0774 or email
customerservice@willemployment.ca.**