

Client Service Delivery Standards for Quinte Conservation Plan and Permit Review Program

Quinte Conservation has a well-trained and committed team working to provide a high standard of effective and efficient service to all of our customers of the planning and permit review program. Clients and customers of this program include watershed residents, legal staff, real estate agents, engineers, consultants, and municipal and provincial governments. This charter explains our service commitment.

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
- work to provide accessible services and to the provision of alternate formats, consistent with the *Accessibility Standards for Customer Service*
- post notice of service disruptions on our website and telephone system
- keep customers informed of timelines and explain if there will be a delay
- post information online including CA regulated area maps, policies, procedures and guidelines, fees, and forms

We will strive for continuous improvements and:

- ensure that all customers have the opportunity to provide feedback
- review our commitments and standards annually
- monitor feedback and post annual updates on service delivery

We request that our clients and customers:

- contact our office prior to starting projects that require a permit from QC
- provide complete and quality applications
- provide any requested information in a timely manner
- be respectful towards QC staff
- contact a staff client service facilitator (Manager) with concerns