



TIMES CHANGE
WOMEN'S EMPLOYMENT SERVICE

CUSTOMER SERVICE CHARTER

Times Change Women's Employment Service (herein referred to as "Times Change") and its staff members are committed to providing the highest standard of service to our clients, employees, Board of Directors, volunteers, students, and community partners. This Charter outlines the standards of service that can be expected from Times Change.

Accessibility

- Times Change is committed to excellence in serving all clients, including those with differing abilities.
- Times Change provides training to staff and volunteers in order to be in compliance with the Accessibility for Ontarians with Disabilities Act (AODA) Accessibility Standards for Customer Service to ensure we are meeting the needs of our clients with disabilities.

Quality of Service

- Times Change provides the highest quality service in our support of clients to obtain positive training and employment outcomes.
- Times Change ensures that all discussions and personal information will be treated as confidential.
- Times Change staff and volunteers put the needs and interests of clients first, being courteous and helpful, and treating all individuals fairly.
- Times Change continually monitors and evaluates our services to respond to our clients' needs.

Professionalism

- Times Change hiring policies and practices ensure that all staff are trained, qualified professionals.
- Times Change encourages staff to participate in ongoing professional development to grow their skills and maintain their continued professionalism.

Communication

- Times Change encourages all clients to provide feedback in order to improve services.
- Times Change ensures that services are responsive and proactive by carefully monitoring client feedback, by assessing client needs, and by developing our services in consultation with all stakeholders.
- In the event of a complaint associated with our services, clients are encouraged to speak to a staff member or send written feedback to: women@timeschange.org. We will respond to written complaints within ten business days.
- Times Change staff and volunteers will take into account, someone's disability when communicating with clients with disabilities.
- In the event of a planned or unexpected disruption to service or facilities, Times Change will communicate promptly with clients by posting notices in all public areas, on our website, advising through our outgoing voicemail message, and where possible, contacting clients who are booked for services, by telephone or email.