

## Township of Southwold Customer Support Guideline

***For the purpose of ensuring customer support issues are received and dealt with in a timely, consistent, confidential and efficient manner.***

Definition: For this purpose a customer support issue must be differentiated from a request for service. Issues are matters or situations that the Township can take action to rectify involving (but not limited to):

- A hazard to health and safety
- Situations that reflect badly on the Township of Southwold
- Situations that cause an unnecessary inconvenience
- The manner in which an issue has been handled
- By-law enforcement matters
- Property complaints
- Water Quality

This is distinct from a request for service such as a plugged sewer or frozen water line. When in doubt an issue should be treated as a customer support situation.

**Procedure:** Staff as well as the Mayor and Council are encouraged to direct customers to call the Municipal Office to register issues. The customer's name shall be kept "confidential".

Customer Support issues may be submitted by telephone, in person or in writing during normal business hours to the Municipal Office at 769-2010. After hours a message may be left. Messages will be checked first thing in the morning.

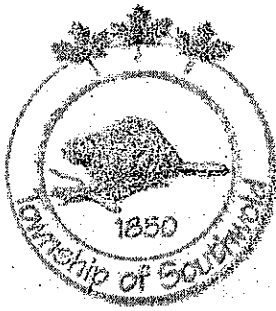
The Customer Service Coordinator will be responsible for

- Recording upon receipt of a customer support issue the information on the appropriate form.
- Notifying by e-mail, phone or verbally the Manager/Department Head and/or staff person responsible for responding to the issue.
- Recording the subsequent responses and resolutions as reported by the staff person responsible for responding.

The Manager/Department Head will:

- Review the customer complaint listing on a regular basis to ensure that the necessary follow up is being provided for complaints within their jurisdiction.

Exceptions to this guideline, may be considered by the CAO.



**"CONFIDENTIAL"**

**TOWNSHIP OF SOUTHWOLD  
COMPLAINT FORM**

**Date:** \_\_\_\_\_ **Time:** \_\_\_\_\_

**Complainants Information (Name, Address, Phone Number):**  
\_\_\_\_\_  
\_\_\_\_\_

**Accused Information (If available):**  
\_\_\_\_\_  
\_\_\_\_\_

**Complaint Location:**  
\_\_\_\_\_

**Complaint (for more space please use the back side):**  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**FOR MUNICIPAL USE ONLY** \_\_\_ **Resolved** \_\_\_ **Forwarded To:** \_\_\_\_\_

**Action Taken:**  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Notes:**  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_