



City of Kingston

CUSTOMER SERVICE STANDARDS

When you call or visit our offices during regular business hours or attend a meeting with City staff, we will provide progressive, innovative and professional services and leadership that reflects the needs of all those who work, live, visit or play in the City of Kingston. Our core Values are:

- **Teamwork:** We are equally responsible for working together to achieve our common goals.
- **Respect:** We treat others as we want to be treated.
- **Integrity:** Through honesty and integrity we earn the trust of our peers and those that we serve.
- **Pride:** Our sense of accomplishment is achieved through our contribution to the community. We are recognized for the quality of our work.

Walk-in Services

- Each main information counter will be staffed during normal business hours. If staff is unavailable, signage will direct you to an alternate location for assistance;
- If the person you came to see is not immediately available and you have to wait, we will let you know the expected waiting time.

Telephone Calls

- If no one is available immediately to answer your call, we will give you the option of leaving a voice mail or, if your business is urgent, speaking to someone right away;
- Voicemail messages will provide at least one optional telephone number and contact person to call for assistance when staff are absent from work or on vacation;

- If we need to transfer you to another person, we will remain on the line, if possible, and tell that person your name and the nature of your inquiry, so you do not need to repeat the details;
- A telephone call shall be the preferred form of communication with our customers when time is of the essence.

Letters, Faxes, Memorandums, and E-mail

- We will mail a response to your letter inquiry within 10 business days of receipt; more promptly if the matter is urgent. Responses to letter inquiries will be provided in less than 10 business days whenever possible. If a full response will require additional time, we will advise in writing when you can expect a full response;
- Written correspondence will use plain language and provide a complete response to your inquiry;
- We will respond to your e-mail inquiry within three business days. If that does not allow sufficient time for staff to provide a full response, we will advise by e-mail when a full response will be provided;
- All staff e-mails will contain a signature block including the staff person's name, title, department, telephone number, fax number and e-mail address;
- Staff will respond to all internal technical memorandums by the noted response deadline. If a response is not possible by the deadline, staff will advise the sender of the memorandum prior to the deadline when a full response will be provided (all responses should be provided no later than five business days after the deadline);
- If a customer cannot be contacted by telephone, an e-mail or fax shall be the next preferred methods of communication. A formal letter shall only be sent when the preferred forms of communication are not possible or where a formal letter is required for record keeping purposes.

Meetings with City Staff

- We will provide reasonable advance notice of meetings that include the date, time, place, point of contact, telephone number and subject matter;
- Where appropriate, agendas will be available and distributed in advance of meetings;
- We will provide reasonable notice, whenever possible, of any schedule changes or meeting cancellations;
- Meetings will start on time and end on time;

- Meetings will be conducted in a professional, respectful and courteous manner.

Pre-Consultation Meetings

- We will treat the items on pre-consultation agendas as private until such time as formal applications are submitted;
- We will ensure relevant Departmental representation at all meetings;
- Staff attending the meetings will be prepared to offer comments that are as detailed as possible based on the information submitted by the proponent prior to the meeting;
- Based on the submitted information, required studies/reports/plans will be identified at the meeting together with the rationale for the requested study/report/plan;
- If staff are unable to attend the pre-consultation meeting, preliminary written comments will be provided for distribution to the proponent at the meeting.

Feedback/Complaint Resolution

- Feedback is important and we welcome suggestions on how we might improve our services. We will provide a variety of opportunities for people to share their compliments, constructive criticisms, complaints and suggestions;
- The City will schedule Development Review Team meetings as required to work through issues related to processing development applications. Participants will include key staff members with the city as well as members of the development community. The appropriate director or manager will also be available by telephone or email to help work through issues as required;
- Feedback will be documented and acknowledged with a full response provided within 10 working days (e-mail and written correspondence);
- The City of Kingston will institute a customer satisfaction survey that will be provided to customers of the development review process. The survey will be used to identify areas for continued improvement in the approval process, as well as to measure progress over time.