



**Date 4 December 2012**

## **City Council Committee Report**

**To: Mayor Canfield & Members of Council**

**Fr: Karen Brown**

**Re: Customer Service Policy**

### **Recommendation:**

**That** Council hereby approves the City of Kenora Customer Service Standards policy; and further

**That** Council hereby gives three reading to a by-law to amend the Comprehensive Policy Manual for this purpose.

### **Background:**

Every day, the City provides information and services to a variety of individuals – residents, taxpayers, customers, Council Members, employees and external agencies to name a few.

It is recognized that, while the City endeavors to provide good customer service, sometimes in the legislated and somewhat bureaucratic world in which we operate, customer service can sometimes take a sideline. There would be a significant benefit, both for our internal and external customers, to create a shift in the City's corporate culture to recognize customer service as a fundamental principle in every interaction we have.

To start this type of initiative, it is important for Council to recognize customer service as integral to the City of Kenora's operations. Attached to this report is a draft customer service standards policy, a starting point which sets out procedures for a customer service standards policy for the City. Once the policy has been approved by Council, the City will develop a plan, including staff training, for rolling out this policy to the entire organization, focusing on creating that shift in our corporate culture to be one of customer service excellence.

### **Budget:**

Training for this initiative will form part of the 2013 budget deliberations.

### **Communication Plan/Notice By-law Requirements:**

Training program for staff and press release for public / media.