

Client Service Charter



RVCA CLIENT SERVICE PROMISE

The RVCA's goal is to provide a high standard of efficient and effective service to all our clients. We will provide conservation information, advice and service in a helpful, fair, consistent and respectful manner so that our clients, our citizens and our municipalities can do their jobs well. This charter explains our service commitment.

1. Who are our clients?

- Clients of all programs and services
- Community and business partners and key stakeholders
- Municipal, provincial and federal governments
- Education institutions
- The public, including visitors to our conservation areas and users of related programs and services
- Members of the RVCA Board of Directors and RVCA staff

2. Our commitment to our clients

- Provide client service that is timely, welcoming and helpful
- Provide knowledgeable, professional and courteous service
- Treat clients with respect, fairness, openness and equality
- Ensure that it is easy and convenient to contact us
- Maintain client confidentiality and abide by all privacy legislation
- Ensure that services are accessible to all and provide information in alternative formats upon request
- Ensure our client service locations are accessible, safe and healthy environments

3. Our client service standards

- Ensure that all staff provide a courteous and accurate voicemail greeting indicating when they will be available to respond to messages
- For extended absences, ensure that all staff provide information on voicemail greetings and automated e-mail responses for alternative contacts
- Strive to acknowledge receipt of voicemail and e-mail within two working days
- Explain our processes and provide a time estimate on all work
- Provide comments on planning applications within the specified due date or within the time frames specified in agreements
- Make decisions on septic permit applications within the time frames specified in the Ontario Building Code
- Make decisions on Section 28 permit applications within 42 calendar days for minor applications and 63 calendar days for major applications, excluding statutory holidays
- Keep clients informed, advise of and explain delays
- Post notice of holidays and service disruptions on our website, social media, telephone system and building entrances
- Respect our clients' time by keeping scheduled appointments and strive to attend to clients without appointments within 20 minutes
- Use plain language wherever possible and provide more detail or explanation when asked

- Provide written material and mapping or links to the website where these resources can be accessed
- Provide business cards for ease of access

4. Continuous Improvement

- Ensure that all clients have the opportunity to provide feedback on the service received
- Monitor feedback and review performance regularly and provide an annual report to our clients via the website
- Respond to all feedback if accompanied by contact information within five business days
- Review our client service charter, commitments and standards annually

5. Client Service Partnership

As the RVCA strives to provide the best possible client service experience, respect for the client is essential. In turn, staff must be provided with a safe, healthy work environment in which they are treated with respect by their colleagues and all those who utilize RVCA programs and services. The client has a role in the client service partnership, and we ask that you please:

- Behave courteously toward our staff and other clients
- Be respectful of posted rules including those regarding parking, entry fees, smoking, motorized vehicles, pets, wildlife, hunting and trespassing
- Respect our “no gifts” policy
- Provide accurate and complete information when making inquiries
- Whenever possible, make appointments with staff

6. Issues Management

The RVCA is committed to resolving issues that may arise during the delivery of our planning and regulation services:

- The file manager will resolve planning file issues by working with the client/municipality to find solutions which are supported by RVCA policies and the memorandums of agreement.
- If a resolution is not achieved, the appropriate director will act as a client service facilitator.
- If a resolution is not achieved, the matter will be referred to the General Manager, and then to the Board of Directors if the matter is not resolved.
- If not satisfied with a decision on whether a permit application is complete, the applicant can request an administrative review by the General Manager. This review will be limited to a complete application policy review and not the technical merits of the application.
- If a decision on a permit application has not been made within the appropriate time frame (i.e. 42 days for minor applications and 63 days for major applications, excluding the time for which an application may be on hold) the applicant can submit a request for administrative review by the General Manager.
- Any dispute of fee calculations that cannot be resolved through consultation with RVCA’s Director of Engineering and Regulations or the Director of Planning and Watershed Science or the General Manager, can be referred to the Board of Directors.