



COTAPSA

Customer Service Standards

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Issued by: Executive Director
Approved by:
Approved on:

Contact Information:
Executive Assistant
COTAPSA
77 Elizabeth St., 3rd floor
Toronto

COTAPSA SERVICE STANDARDS

COTAPSA aims to deliver exceptional, equitable and accessible customer service to its members and related City Staff.

These service standards are made available to better inform members and related services about when they can expect responses to be delivered

Email

- All emails will be acknowledged within 48 hours
- Vacation or absence messages will be activated providing staff name and contact information as backup while out of the office

Online Requests

Requests for

- 1) Joining the association
- 2) Member HR/LR aid – 48 hour response to initial query
- 3) Non-member HR/LR Query – no response (see policy)
- 3) Other – 48 hour response (work week)

Telephone and Voice Mail Standards

- All telephone calls (both internal and external) will be returned within one business day or 24 hours where services operate on a 24 hour day cycle – within a work week (Mon to Fri)
- Personal voicemail greetings will be courteous, give the caller as much information as possible and request callers to leave a detailed message.
- Voicemail boxes are cleared daily
- Recorded vacation or absence messages will provide a co-worker's name and phone number as backup while out of the office
- Members will be assisted and if needed, will be directed to the correct area.

Complaints

- COTAPSA aims to deliver to its member's exceptional, equitable, and accessible customer service. If dissatisfied with the service received, COTAPSA wants to make it easy for them to make a complaint. *Complaint handling guidelines* outline how COTAPSA staff will manage complaints efficiently, fairly, effectively, and uniformly.