



WEST

Inc.

Customer Service Charter

Women's Enterprise Skills Training of Windsor Inc. (WEST) is committed to creating and maintaining a workplace environment which fosters mutual respect, integrity and professional conduct. In keeping with this commitment, policies and procedures for all customers have been established.

WEST strives to offer excellent services which include a high quality environment, free from harassment and violence, that is friendly, efficient and with quality service to all patrons at all times.

WEST has a responsibility to ensure that customers are served in a timely manner by knowledgeable and competent staff, who are courteous, and who treat them fairly by ensuring the following:

- services are accessible, and individualized
- all services focus on client needs
- services are of the same high quality and effective no matter how or where individuals access them

Customer Service Standards

1. We encourage feedback (compliments or complaints) from you.
2. We will follow-up on this feedback not exceeding 14 business days in writing or by phone.
3. You will not wait longer than 10 minutes for a pre-scheduled appointment.
4. If you are eligible for counselling services you will be booked in to see a Counsellor within 5 business days.
5. We will respond to your telephone calls and written correspondences within 2 business days.
6. We will not collect, use or disclose your personal information other than for the reasons identified in our service agreement.

