

CUSTOMER SERVICE STANDARDS POLICY

Source: Ohio Revised Code 121.91

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Ohio | Latino Affairs

Policy No. OCHLA 2014.10.28	Effective Date: 10/28/2014	Approved by the Board: 10/28/14
Ref: Ohio Revised Code Section 121.91	Title: Customer Service Standards Policy	
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Purpose

The Ohio Latino Affairs Commission is committed to providing the highest level of service to its customers at all times. In furtherance of the mission of the Commission and in accordance with R.C. 121.91, OCHLA has established the following customer service standards.

Definitions

A customer is defined as any individual, who contacts or appears before the Ohio Latino Affairs Commission including:

- The citizens of Ohio
- Legislative Agents, Executive Agency representatives
- Attorneys and advocates
- Hispanic organizations and their agents and representatives
- Members of the media
- Federal, state, and local government agencies
- National, state, and local professional and industry associations

Employees will communicate with customers, whether in person, in writing, via telephone and/or email, in a manner that is respectful, courteous, and professional at all times. Employees will listen to customers with the goal of understanding their issue or concern and will respond with accurate, complete, and precise information.

The Ohio Latino Affairs Commission realizes that not all customer issues will be resolved to the satisfaction of the customer. In those situations, employees are expected to continue to provide the highest level of service and maintain a professional tone at all times. The Ohio Latino Affairs Commission will continue to improve its customer service based on customer feedback.

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Customer Service Standards

1. The Ohio Latino Affairs Commission's regular office hours are Monday through Friday 8 a.m. to 5:00 p.m.
2. Employees will greet all customers that appear at the OCHLA office with professionalism.
3. Employees will answer telephone calls within three rings whenever possible.
4. Employees will answer questions from all customers completely and accurately.
5. If an employee cannot answer a question or the question falls outside the employee's duties or expertise, the employee will transfer the customer to the appropriate staff member or advise the customer that the employee will attempt to obtain the appropriate response and respond to the customer via return phone call or in writing, whichever the customer prefers. If a question cannot be answered because of the confidentiality requirement of O.R.C. 102.06, the customer will be informed of such.
6. If a question or complaint falls outside of OCHLA's jurisdiction, the employee will refer the customer to the appropriate agency whenever possible.
7. Employees will return voicemail messages within 24 hours whenever possible.
8. Employees will provide the main office telephone number on all out of office email messages and provide an alternate contact name and contact information.
9. Employees will leave their name, agency name, and telephone number when leaving a voicemail message.
10. Employees will update office email messages when out of their office for an extended period of time.
11. Employees will answer calls in the order received. If the party the caller requests is on another call, employees will place the caller on hold, with periodic updates, or transfer the caller to voicemail.
12. Employees will finish all interactions with customers in a professional and courteous manner, even if the customer is not extending the same level of courteous behavior.
13. Employees will ensure that written correspondence is professional and that the information contained therein is complete, accurate, and precise.
14. Employees will return all emails in a timely manner.

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Education and Awareness

A copy of this policy will be given to each employee of the Ohio Latino Affairs Commission. A copy of the policy will also be posted on the OCHLA'S website.