

CALGARY HOUSING COMPANY POLICY:

Customer & Public Inquiries Policy

Policy Number: Customer & Public Inquiries
Approved By: Calgary Housing Company Management Team
Effective Date: 2019/03/11
Next Revision Due: 2021/01/29

PURPOSE

CHC is committed to providing opportunities for customers and members of the public to provide feedback to us as we believe this is critical for continuous improvement, to ensure CHC is a landlord of choice and that we deliver on our Customer Service Promise to *Listen, Respect and Act*.

The purpose of this policy is to ensure CHC customers and members of the public are aware of and are confident in our processes for bringing forward an inquiry as well as what to do if you feel your inquiry has not been adequately addressed.

This policy is intended to help promote transparency, consistency as well as demonstrate CHC's commitment to excellence in customer service.

INTENDED POLICY OUTCOMES

This policy is intended to:

1. Ensure customers and members of the public have information and awareness regarding how to bring forward inquiries and issues as well as CHC's commitment where there are escalations
2. Outline the customer service commitments to receiving and responding to escalations
3. Improve customer satisfaction with CHC services and processes

POLICY

1. General Policy Statements

1.1. CHC is committed to delivering quality services to our customers and values our customer service promise to "*Listen, Respect, and Act*".

1.2. CHC is committed to providing accessible channels and opportunities for customers and the public to provide feedback on CHC services. Where CHC has fallen short on our commitments to customer service, efforts will be made to rectify and put right.

- 1.3. CHC is committed to fostering a safe and supportive environment for customers, staff and/or members of the public to make inquiries or bring forward issues or complaints to help CHC improve services in order to be a leader in affordable housing.
- 1.4. CHC is committed to providing a safe and healthy work environment for all staff and does not tolerate abuse of any kind. Inquiries, complaints and issues must be brought forward in a respectful manner. For more information you can review CHC's Unacceptable Behaviour Policy and Statement [here](#).
- 1.5. CHC is committed to the protection of personal information and the confidentiality of customers and only employees with a clear business need will have access to information regarding an inquiry from a customer or member of the public as per the Freedom of Information and Protection of Privacy (FOIP).

2. Public and Customer Inquiries

- 2.1. CHC customers and members of the public have the right to contact CHC to make inquiries about our business. Inquiries may range from a status check on an application or to ask questions about CHC's programs and services.
- 2.2. CHC provides multiple inquiry pathways, including:
 - 2.2.1. In-person during business hours at one of CHC's front counters
 - 2.2.2. 24/7 Customer Service Line: 587-390-1200
 - 2.2.3. The City of Calgary's Service Line: 3-1-1
 - 2.2.4. CHC external website - www.calgaryhousingcompany.org
 - 2.2.5. Social Media & CHC general email account

3. Escalated Inquiries

- 3.1. CHC customers and the public have the right to escalate an inquiry or issue to a leader or manager within CHC.
- 3.2. An inquiry becomes an escalation when there has not been resolution and where either the staff member or customer has escalated an issue to the next level of authority for resolution.
- 3.3. Where a customer or member of the public requests an escalation, they will be required to complete and submit the "Customer Request for Resolution Form"

3.3.1. Where a customer is not able to complete the Customer Request for Resolution Form, support will be offered by a CHC employee or alternatively a referral will be provided to an advocacy organization who can provide assistance.

3.3.2. The Form can be submitted by the customer or public via the following channels:

3.3.2.1. CHC general email address

3.3.2.2. CHC Customer Service Representative

3.3.2.3. Directly to a CHC staff member liaising with the customer or member of the public (e.g. Property Manager)

3.3.3. CHC will contact the individual that submitted the FORM and provide information regarding the outcome of the escalated inquiry.

4. Complaints & Escalations Regarding CHC Employee(s)

4.1. Complaints and escalations against a CHC Employee will be sent directly through 3-1-1- and will be assigned to the appropriate Supervisor for review and investigation where required.