



Literacy Link South Central's (LLSC) Customer Service Charter

Our Service Pledge

The Board of Directors and staff of Literacy Link South Central (LLSC) are committed to providing quality service to our members and stakeholders. We seek to work in an open and accountable way that builds trust and mutual respect. We continue to improve our services by listening and responding to the views of our members and stakeholders. We value the input of our customers. This includes both complaints and compliments.

Who We Are

We are a regional literacy network that supports literacy initiatives and programs in our service area. We are a non-profit organization funded primarily through the Government of Ontario's Ministry of Training, Colleges and Universities (Employment Ontario).

What We Do

Literacy Link South Central serves the 6 counties of Middlesex (London), Oxford, Elgin, Brant, Haldimand and Norfolk. We work within these communities to create an effective adult literacy system that helps to build the skills of people who live there. As part of our services we:

- plan and coordinate literacy services
- work with the community to increase literacy awareness
- provide professional development and training
- develop resources and conduct research
- respond to community inquiries about literacy programs
- refer adults to the local literacy program that best suits their needs
- respond to community questions related to adult literacy

Help Us To Serve You Better

We are always looking for ways to improve our services. We value and encourage your input. We welcome your positive comments, but also recognize that it's important for us to know when there is a problem.

Submit Your Comments

We try to make it as simple as possible for you to offer feedback. This Customer Service Charter will be openly posted in a public place in our office and feedback forms will be available upon request via e-mail or in print copy. Please submit complaints **in writing** either in person or via email, fax, or mail. Include the date of the complaint and a description of the issue.

What You Can Expect

Written complaints will be reviewed by LLSC's Executive Director. Our Executive Director will log all complaints and all follow-up activities in a **Customer Feedback Log**. This log will include the nature of the complaint and the date of submission.

To ensure confidentiality, our **Customer Feedback Log** will be stored in a locked filing cabinet that is accessed only by the Executive Director.

LLSC's Executive Director will acknowledge all complaints within **three business days** from date of submission.

LLSC's Executive Director or designate will follow up and try to resolve all complaints within **seven business days** from the date the written complaint is received. LLSC's Executive Director or designate will review and discuss the complaint to try to reach a resolution with the complainant.

LLSC's Executive Director or designate will follow up again with the complainant **14 business days** after the original complaint was made to assess complainant satisfaction with how we resolved the issue.

If the complainant is still not satisfied with the response from LLSC's staff to their complaint, they may submit a written appeal to the LLSC President C/O the Literacy Link South Central office address. The President or Board designate will respond in writing to the complainant within 10 business days after the written appeal is submitted. The decision of the President or Board designate will be final.

Information in the Customer Feedback Log will remain on file for one year. After this time, all records will be destroyed to ensure the confidentiality of the customer.

In order to continually improve our services, LLSC's Board of Directors will review annually an anonymous summary of all complaints received, in order, and adjust policy as required.

Compliments

Literacy Link South Central would greatly value knowing when you have been impressed or pleased with our services. Please tell us about your positive experiences via email, fax, telephone or mail. We will use these compliments to further improve our services.

Contact Us

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