

The Literacy Link – Supporting you through change

Monday, July 16, 2012

Performance Management Framework

Literacy Link South Central has committed to providing performance management assistance to LBS service providers throughout the coming year. As part of the business planning process, the Learning Networks of Ontario will be spearheading provincial initiatives around this topic. Over the next several months, you will be receiving newsletters from LLSC on the performance management topic and we'll be passing along some of the tools and resources that will be created provincially.

Customer Service Charter

What MTCU says:

A customer service charter is a means of expressing the value a service provider places on service quality by encouraging and responding to client feedback. It outlines the process and timeframe for dealing with customer compliments and complaints. Service providers are free to write charters that include as many elements as they choose, but **MUST** include the following three elements:

- The service provider believes in quality service
- The service provider encourages feedback
- The service provider will follow up on this feedback in a prescribed manner and timeframe

Delivery sites and facilities must reflect customer need, including by not limited to:

- Accessible facilities or service provision at an accessible site
- Itinerant and/or mobile services where local need is identified
- Hours that include evening and/or weekends, based on identified need

As part of the Performance Management System, service providers report to the Ministry on customer service, including a measure of customer satisfaction. Along with other LBS Program performance measures, the Ministry will introduce additional service delivery and customer service expectations over time. These are vital to ensuring accountability, consistency in quality, customer experience and service improvement.

LLSC's recommendations:

Your service delivery site(s) must have a Customer Service Charter visible to clients. Implementing and following the charter is vital to ensure quality customer service is received by all clients who access your services.

Elements that are included in the Literacy Link South Central Customer Service Charter are:

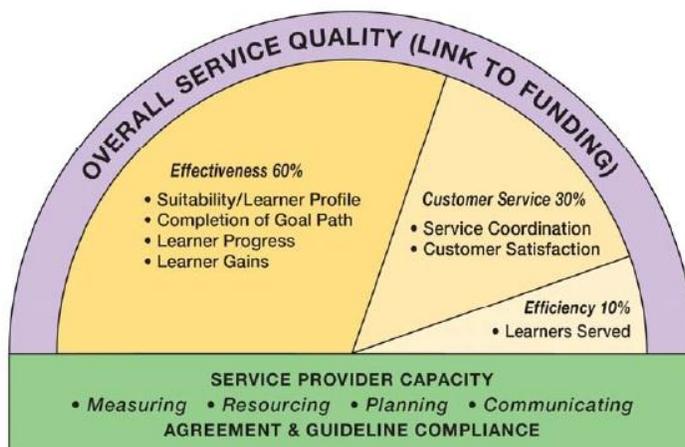
- Our service pledge
- Who we are and what we do, including the agency's logo
- How to submit comments
- How we will respond to comments
- Agency address and contact information
- Employment Ontario logo

As a starting point, LLSC has created an evaluation tool/survey that can be used to shape or evaluate your own Customer Service Charter. We recommend administering this survey, or a variation thereof, to your tutors, your Board of Directors and/or a focus group.

To view the survey, please click the link below:

<http://www.surveymonkey.com/s/HZXTLN6>

If you do not yet have a Customer Service Charter and would like some help creating one, please let us know and we will be happy to assist!



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(Source: LBS Service Provider Guidelines, April 2, 2012)

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