

# CUSTOMER SERVICE CHARTER

## WHAT WE DO

We prepare adults for success in college, apprenticeship training or employment, whether or not they have a grade 12 diploma.

**When you succeed, we succeed.**

## OUR SERVICE COMMITMENT TO YOU

**1.** We provide relevant, high quality academic upgrading by: **a.** Undergoing regular monitoring and review to ensure high academic standards that meet postsecondary, apprenticeship and labour market Requirements; **b.** Hiring professional, qualified staff; **c.** Tracking and communicating student success rates; and **d.** Collecting, analyzing, and responding to feedback from learners and other partners.

**2.** We recognize that as a learner, you are an individual. We will: **a.** Work with you to create a realistic, individualized plan to meet your personal and academic timelines, goals, and needs; and **b.** Provide you choice in how you learn, including in class and online/distance delivery, full and part time hours, and frequent start dates, whenever possible

**3.** Our friendly, respectful and knowledgeable staff care about you and will: **a.** Be helpful and accessible; **b.** Listen to you; **c.** Support and work with you to address your individual needs and achieve your goals; and **d.** Make sure the information we provide is clear, accurate, and easy to find.

**4.** We know your time is valuable. Before Admission, We will ensure information on our website is up-to-date. We will respond to phone and email messages within 1 business day. Within 2 business days, you'll know your next step  
Upon Intake, We will contact you with feedback within 5 business days following your placement assessments  
Based on your individual assessment results, you will be placed into the right program at the right academic level.

At the beginning of your program, we will work with you to develop an individualized learning plan and training schedule within five business days.

**5.** Our faculty and staff are here to support and assist you, and you will always know the best time and method to reach us. You will have access to a wide range of services at your college, as available, including academic advising, library services, disability services, and student services. Individualized training plans will be reviewed on a regular schedule. This schedule will be communicated to you during your first week of class.

**6.** Your teacher will provide feedback in a timely manner.

- Assignments and test results will be reviewed/returned promptly
- There will be one-on-one assistance available to you
- You will know how you are doing. As part of your individualized training plan review, we will jointly monitor and discuss your progress against program expectations

## 7. Complaint resolution

- Other than minor complaints which can be resolved immediately, all complaints will be acknowledged in writing within 3 business days.
- We will ensure that steps are taken within 5 business days to begin resolution of the complaint, and inform you about the process and the timetable for resolution.
- When it is not possible to resolve the complaint within the stated timeframe, we will advise you on progress every 10 working days.
- We will inform you of the outcome and the action taken to resolve the complaint.

## OUR SERVICE PLEDGE

As part of the Ontario College System we provide provincially-recognized academic programming and credentials in a supportive environment, to help you plan and reach your educational and career goals. We care about your success and personal experience and will connect you to supports and services across our college and community to meet your needs.

As part of OntarioLearn and the Ontario college system, we are able to provide you with:

- Recognized, relevant and results-based curriculum taught by qualified teachers
- Opportunities to learn about and access postsecondary, apprenticeship and employment choices
- Advice to help you plan your next steps beyond this program. We are accountable to you. We will monitor our performance against our service commitments and will publish our results annually. If you would like to comment on the service standards set out here or if you have any suggestions about how we can improve our delivery of programs and services in any area, please let us know by contacting Arlene Cronin ([arlene.ace@gmail.com](mailto:arlene.ace@gmail.com)).

#### **WE COUNT ON YOU...**

- to submit all required information, forms and documents in a timely and complete manner
- to respect deadlines and take responsibility for your learning
- to build a good relationship with us based on mutual respect
- to advise us of any change in your personal or employment situation which might affect your participation
- to advise us immediately of any changes to your phone number, mailing address, or email address
- to stay in touch with us after you have left. We care about your ongoing success!
- to give us your comments, suggestions and concerns so that we can use them to improve our programs and services

#### **HELP US SERVE YOU BETTER**

We are always looking for ways to improve our services and programs. We value and encourage your input. We are here to serve you. We welcome your positive comments, but also recognize that it is important for us to know when you have a problem so we can resolve it quickly. You can give us feedback by phone, by mail, by email, or on our website. We want to deal with any concerns at the first point of contact.

If you have a complaint or concern, please:

1. Talk to us. We encourage you to work directly with the point of service that you are not happy with – we are trained, will listen and are eager to make it right.
2. If you are not satisfied with the resolution, you can contact Your ACE Distance teacher.
3. If you are still not satisfied, you can contact the Program Manager at [arlene.ace@gmail.com](mailto:arlene.ace@gmail.com) and/or Sue Menard, [smenard@cscou.com](mailto:smenard@cscou.com)



College Sector Committee for Adult Upgrading  
<http://www.cscou.com>