

<b>Department:</b>	All Departments	<b>Policy Number:</b>	Determined by Clerk
<b>Section:</b>	All Staff	<b>Effective Date:</b>	Date Effective
<b>Subject:</b>	Customer Service Policy	<b>Revised Date:</b>	Date Revised
<b>Authority:</b>	By-law 2026-XXX		

**1. Purpose**

The Municipality of Brockton is committed to delivering exceptional, equitable and accessible customer service. Staff will provide the best customer service possible and are empowered to make decisions to ensure that each customer experience is meaningful, fair and respectful.

Equally, our customers are responsible for behaving in a respectful manner to promote an environment that can be shared by all. The success of the Municipality depends on our ability to work and perform functions in the most effective ways. Balancing the needs of the individual with the overall needs of the Municipality.

**2. Definitions**

- 2.1 “Municipality” means the Municipality of Brockton
- 2.2 “Employee” means all employees of the Municipality.
- 2.3 “Standard” means the Customer Service Standards.
- 2.4 “CAO” means the Chief Administrative Officer for the Municipality or designate.

**3. Scope**

This policy and the attached standards apply to all forms of customer service by Municipal employees to the community, and appropriate conduct by customers requesting information, a service, filing a complaint or compliment, or providing feedback and includes, but is not limited to online, electronic, print and verbal communication.

This policy and the attached standards cover the general customer service standards for all stakeholders. The Municipality has additional policies which outline specific accessibility standards for persons with disabilities.

**4. Customer Service Standards**

Detailed customer service standards are contained in Appendix A. The standards as listed in Appendix A form part of this Policy and may be updated from time to time in accordance with the administrative authority provisions of this Policy.

## 5. Customer Service Channels

The Municipality provides various channels for customers to reach us, ensuring convenience and accessibility. Customers can contact us through:

Channel	Contact Information
Phone	519-881-2223
In Person	100 Scott Street, Walkerton
Email: General Inquiries	Info@brockton.ca
Website	Brockton.ca

5.1 The Municipality is open from **Monday to Friday, 8:30 am to 4:30 pm**, excluding statutory holidays. These hours are dedicated to serving our customers efficiently and effectively.

## 6. Consequences for Failing to Adhere to Policy

If an employee does not comply with the terms of this policy, they may be subject to disciplinary action, including possible termination of employment in accordance with the Employee Discipline Policy (H00-0610-12).

## 7. Policy Changes

- 7.1 The Municipality of Brockton has the ability to amend, change or rescind this policy at any time following Council approval and employees will agree to the changes without notice.
- 7.2 The CAO is authorized to make minor administrative or housekeeping amendments to this Policy, provided that such amendments do not materially alter the intent, scope, or substantive provisions of the Policy. All such adjustments shall be reported to Council/Board for information.
- 7.3 If the minimum requirements of the Employment Standards Act, 2000 provide employees with any greater entitlements than those set out in this Policy, the Municipality of Brockton will provide employees with such greater entitlements in substitution for those set out in this Policy.