**SECTION: EMPLOYEE CONDUCT AND ETHICS**

**POLICY:** Customer Relations **EFFECTIVE DATE:** insert date adopted

**STATEMENT OF PURPOSE:**

The purpose of this policy is to establish a consistent standard of excellence in customer service for all city employees and representatives. This policy promotes respectful, timely, and effective communication with residents, visitors, and stakeholders to foster trust, transparency, and a positive public image of the city.

**DEFINTIONS:**

1. Customer: Any individual or entity that interacts with the city to receive information, request services, or address concerns, including residents, businesses, visitors, and internal stakeholders.
2. City Employee: Any individual employed by the city, including full-time, part-time, temporary staff, interns, and volunteers acting on behalf of the city.
3. Customer Service: The assistance and services provided by city employees to all individuals who engage with the city, regardless of the mode of communication (in-person, phone, email, online, or written correspondence).
4. Complaint: A reported dissatisfaction with services provided or with the conduct of city personnel.

**APPLICABILITY:**

This policy applies to all city departments and divisions and to all employees, contractors, volunteers, and representatives acting on behalf of the city. It applies to all forms of communication with the public, including in-person, telephone, email, social media, or written correspondence.

**POLICY:**

All city employees and representatives are expected to uphold the principles of exceptional customer service in every public interaction. This includes providing prompt, courteous, and knowledgeable responses to service requests and concerns. City staff are ambassadors of public service and are responsible for ensuring that all individuals are treated equitably and professionally.

**PROCEDURES:**

1. Service Expectations
2. All employees shall treat customers with professionalism, respect, courtesy, and patience.
3. Employees must respond to inquiries within a reasonable time frame, generally within two business days.
4. Employees must provide accurate and clear information or direct the customer to the appropriate department or resource.
5. Complaint Handling
6. All customer complaints should be acknowledged and documented.
7. Employees must notify supervisors of complaints that require escalation or involve allegations of misconduct.
8. Departments must designate a point of contact for formal complaints and track resolution progress.
9. Training and Support
   1. All city employees shall receive orientation on this policy.
10. Departments are responsible for providing ongoing customer service training and development.
11. Continuous Improvement
12. Departments should collect feedback from customers to improve service delivery.
13. Periodic reviews of customer service practices and this policy will be conducted by Administration or Human Resources.