

## Customer Service Charter

### CUSTOMER SERVICE CHARTER

Skills for Change staff, volunteers, clients and other stakeholders are diverse with varying ethnic, cultural backgrounds, beliefs and values. We all have the right to be treated with respect and dignity and be afforded equal rights and opportunities without discrimination.

At Skills for Change:

- We believe in professional and quality service delivery to all our stakeholders
- We work with integrity and honesty in an anti-oppressive environment
- We value and respect differences in culture, background and beliefs
- We encourage feedback from all stakeholders and adapt to the changing demands of the communities we serve

We are committed to service excellence in the following ways:

- We are client-centred ensuring clients receive the services specific to their needs in a timely manner enabling them to achieve their goals.
- We build and maintain **relationships** that are mutually beneficial for our clients, employers and other stakeholders making a positive contribution to the Canadian economy and broader society.

## Accessibility for Ontarians with Disabilities Act (AODA) Policy

- We **collaborate** with stakeholders that provide value to the programs and services we deliver to positively impact the clients and communities we serve.
- We pursue new, pioneering ideas and foster continuous growth and development geared towards organizational **capacity building** to better serve our stakeholders.
- We **respect** and value the diversity of our team and those we serve. We behave with integrity, compassion and empathy to ensure all persons are treated with dignity.
- We are trustworthy partners and hold ourselves accountable for the promises made in our vision and mission.