



Customer Service Charter and Complaint Resolution Process

LRES Customer Service Charter

Our goal is to make your experience as simple and stress free as possible, offer relevant employment supports, connect you with an employer (or employee) that is a good fit for you, and provide 12 months of follow-up supports to ensure your continued success.

Regardless of whether you are a job seeker, employer, or an organization in our community, our network commits to providing you an environment where your diversity, perspectives, and experiences are valued and respected. We believe in taking flexible and innovative approaches to ensure your unique needs are met.

Our Commitment to Quality Services

You will be supported by a knowledgeable team of employment services professionals who understand local labour market needs and unique issues facing job seekers and employers. We take a customer-centred approach to determine the level and type of employment supports needed for you and will always treat you with dignity and respect. We are as invested in your success as you are!

Confidentiality

You have the right to confidentiality and protection of your [personal information](#). Before we begin working with you, we will explain why your information is being collected and how it will be used, and we will only do so with your consent. We also ensure safeguards are in place to protect the personal information you have shared with us.

Accessibility

Customers can access services by phone, email, virtually, and in person. In-person services will be delivered at sites meeting [Accessibility for Ontarians with Disabilities Act \(AODA\) standards](#). Interpretation services can include options such as live-agent interpreter services, accessibility tools such as Ubi Duo machines, use of Google Translate, etc. Accessing services should never be a challenge for you.

Hours of Operation and Speed of Service

Service	Standards
Service Provider Site Office Hours	Business hours are 8:30 a.m. – 5:00 p.m. Monday to Friday (excluding statutory holidays), or as otherwise posted.
LRES Team	Business hours are 8:30 a.m. – 5:00 p.m. Monday to Friday (excluding statutory holidays), or as otherwise posted.
Telephone / Voicemail	All telephone calls and voicemails (for both internal and external customers) will be returned within one business day (24 hours).
Email, Fax, and Mail	All emails, faxes, and mail will be acknowledged within two business days (48 hours) of receipt.
Feedback Channels	All feedback requiring a response will be acknowledged within two business days (48 hours) and fully actioned within 30 days. Feedback will be reviewed quarterly and used to inform continuous improvement of services.
Out of Office	If the person you are trying to reach is out of the office, their voice message and email automatic response will include their date of return and who to contact in their absence.
Time Until Appointment	Customers will have a scheduled appointment within five (5) business days of initial contact.