



SOUTH NATION  
CONSERVATION  
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**PLANNING AND APPROVALS  
CLIENT SERVICE POLICY**

**August 2019**

## Revisions

Revision No.	Board Approval Date	Details
-	September 19, 2019	Resolution BD-126/19 on August 15, 2019 Minutes BD on September 19, 2019



## 1. Purpose

South Nation Conservation (“SNC”) is committed to delivering effective and efficient service to clients and partners of the Approvals Department. This policy document describes SNC’s client service commitments.

## 2. Clients and Partners

Clients and partners of the Approvals Department include, but are not limited to landowners, municipal partners, the provincial government, engineers, consultants, lawyers, real estate professionals, and members of the public.

## 3. Commitments

SNC commits to:

- a) provide service that is professional, knowledgeable, courteous, timely, and helpful;
- b) treat everyone with respect, fairness, openness, and equity;
- c) ensure it is easy and convenient to contact Staff;
- d) designate a Staff member as “Client Service Facilitator” for issue management;
- e) participate in pre-consultation for new development applications;
- f) maintain client confidentiality and abide by all privacy legislation;
- g) provide accessible services and formats by request in accordance with *Accessibility for Ontarians with Disabilities Act*, and
- h) ensure our client service locations are safe and healthy environments.

## 4. Client Service Standards

SNC strives to:

- a) answer telephone calls to main reception in person whenever possible during office hours;
- b) ensure that messages from calls outside of office hours or that are unable to be answered in person are forwarded to appropriate Staff within two business days;
- c) ensure Staff provide courteous and accurate voicemail and automatic E-mail replies indicating when they will be available to respond to messages;
- d) acknowledge receipt of mail, voicemail and email within two business day;
- e) explain timelines and processes to clients;
- f) review *Conservation Authorities Act* Section 28 applications per timelines set in the Service Delivery Standards;
- g) review planning applications per timelines set by the approval authority or as outlined in Municipal Memorandums of Understanding;

- h) keep clients informed of timelines and provide notice of any delay;
- i) post notice of service disruptions on the SNC website and telephone system;
- j) respect client time by keeping scheduled appointments;
- k) attend to non-appointment general queries within two business days;
- l) use plain language and provide explanation and details upon request; and
- m) make available on the SNC website relevant:
  - i. policies,
  - ii. procedures,
  - iii. guidelines,
  - iv. screening tools,
  - v. application documents,
  - vi. fee policies, and
  - vii. fee schedules.

## **5. Client Responsibilities**

Clients are expected to:

- a) participate in pre-consultation meetings;
- b) provide complete applications and high-quality technical submissions;
- c) respond to Staff correspondence and requests in a timely manner;
- d) behave courteously towards Staff, other clients, and members of the public; and
- e) respect the professional, ethical, and legal obligations of Staff.

## **6. Safe Work Environment**

Staff have a right to a safe workplace. SNC may refuse service to clients who behave in a manner that is: threatening; intimidating; discriminatory; harassing; rude; or aggressive towards Staff, other clients, and/or the public. These behaviours will not be tolerated.

## **7. Review**

SNC will continually improve client service by:

- a) offering opportunities for client feedback;
- b) regularly monitoring feedback and reviewing performance;
- c) publishing a client service report on the SNC website annually; and
- d) reviewing the Planning and Approvals Client Service Policy as needed.