

# Contact North | Contact Nord Customer Service Charter

## Who We Are

Contact North | Contact Nord, Ontario's Distance Education & Training Network, facilitates local access to education and training opportunities for Ontarians in over 600 small, rural, remote, Aboriginal and Francophone communities across the province through its 112 local online learning centres and through its three distance education technology platforms (web conferencing, audioconferencing and videoconferencing).

Funded continuously by the Ontario Ministry of Training, Colleges and Universities since 1986, Contact North | Contact Nord works with Ontario's 24 public colleges, 22 public universities and 250 essential skills and training providers to help deliver their online and distance learning courses to Ontarians who would otherwise not have local access.

## Our Client Groups

Contact North | Contact Nord is committed to providing a high level of quality service to its clients in a confidential and professional manner. Client groups include:

- Students
- Prospective students
- Faculty, instructors and teachers
- Colleges, universities, school boards, literacy and basic skills providers and other training providers
- Businesses and organizations

## Our Commitment

As a service-oriented organization, Contact North | Contact Nord strives to treat all clients in a fair, courteous and helpful manner and always puts the interests of its clients first.

It is committed to:

- Providing high quality services through knowledgeable staff with the skills and capabilities to support clients to complete their education and training goals.
- Ensuring that all discussions and client information is treated as confidential and that high privacy standards are adhered to.
- Offering services in English and French (in areas designated under the *French Language Services Act*).
- Providing people with disabilities equal access to, and benefit from, our goods and services. To ensure this outcome, all operational policies and procedures for every department of Contact North | Contact Nord are developed under the guidelines of

dignity, independence, integration and equality of opportunity, in compliance with the *Accessibility for Ontarians with Disabilities Act (AODA), 2005*.

- Providing a safe and welcoming environment in all its facilities that is free from discrimination and harassment for all clients and staff.
- Maintaining a safe environment for all clients and employees. Physical violence or any form of abuse will not be tolerated.

### **Our Commitment to Privacy**

Contact North | Contact Nord is committed to protecting your privacy. Our Privacy Policy can be accessed at [www.contactnorth.ca/privacy-policy](http://www.contactnorth.ca/privacy-policy).

### **Share Your Feedback**

Your feedback is important to us. It can help us make improvements for the benefit of all of our clients and we encourage individuals utilizing our services to provide us with feedback regarding the quality of service provided by any and all of our staff.

Contact North | Contact Nord is committed to addressing your concerns or complaints promptly, fairly, completely and courteously in the following way:

1. Any suggestions or complaints regarding our service should be discussed with the staff person with whom the concern lies.
2. If the issue is not resolved to the satisfaction of the client, the client should contact Contact North | Contact Nord's Human Resources Officer at 807-346-3127. Be sure to leave the specific information on the nature of your complaint including the name of the staff person and the issue along with your name and telephone number so that a follow-up can be completed.
3. The Human Resources Officer will acknowledge your issue within one (1) business day of your call.
4. You will be notified on the results of the review of the issue with the staff person by the individual's supervisor.

We appreciate your assistance in helping us maintain the high quality of our services.