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**Tri-County Literacy Network's (TCLN)  
Customer Service Charter  
Approved – December 5, 2012**

### **Our Service Pledge**

The Board of Directors and staff of Tri-County Literacy Network are committed to providing quality service to its members and stakeholders. We seek to work in an open and accountable way that builds trust and mutual respect. We continue to improve our services by listening and responding to the views of our members and stakeholders. We value the input of our customers. This includes both complaints and compliments.

### **Who We Are**

The Tri-County Literacy Network is a non-profit organization that promotes literacy as an important part of life-long learning. We provide support to adult literacy programs and develop community partnerships with other promoters of learning in Chatham-Kent, Sarnia-Lambton and Windsor-Essex.

### **What We Do**

We promote literacy as an important part of life-long learning by:

- offering special events and presentations for the community

We support adult literacy programs by:

- facilitating local planning and coordination of services in Chatham-Kent, Sarnia-Lambton, and Windsor-Essex
- coordinating the ongoing professional development of literacy staff
- increasing public awareness of the nature and extent of the literacy needs of adults
- sharing critical information

### **Help Us To Serve You Better**

We are always looking for ways to improve our services. We value and encourage your input. We welcome your positive comments, but also recognize that it's important for us to know when there is a problem.

## Submit Your Comments

We try to make it as simple as possible for you to offer feedback. This Customer Service Charter will be openly posted in a public place in our office and feedback forms will be available upon request via e-mail or in print copy. Please submit complaints in writing either in person or via email, fax, or mail. Written complaints should include date of the complaint and a description of the issue.

## What You Can Expect

Complaints will be submitted to TCLN's Administrative Assistant. Our Administrative Assistant will log all complaints and all follow-up activities in a *Customer Feedback Log*. This log will include the nature of the complaint and the date of submission.

To ensure confidentiality, our *Customer Feedback Log* will be stored in a locked filing cabinet that is accessed only by the Executive Director and the Administrative Assistant.

TCLN's Administrative Assistant will acknowledge all complaints within three business days from date of submission.

TCLN's Executive Director or designate will follow up and try to resolve all complaints within 7 business days from the date the written complaint is received. TCLN's Executive Director or designate will review and discuss the complaint to try to reach resolution with the complainant.

TCLN's Executive Director or designate will follow up again with the complainant 14 business days after the original complaint was made to assess complainant satisfaction with how we resolved the issue.

If the complainant is still not satisfied with the response from TCLN's staff to their complaint, they may submit a written appeal to the President C/O of the Tri-County Literacy Network office address. The President or Board designate will respond in writing to the complainant within 10 business days after the written appeal is submitted. The decision of the President or Board designate will be final.

Information in *Customer Feedback Log* will remain on file for one year. After this time, all records will be destroyed to ensure confidentiality of the customer.

In order to continually improve our services, TCLN's Board of Directors will review annually an anonymous summary of all complaints received in order and adjust policy as required.

## Compliments

We love compliments! Tri-County Literacy Network would greatly value knowing when you have been impressed or pleased with our services.

Please tell us about your positive experiences via email, fax, telephone or mail. We will use these compliments to further improve our services and increase the morale of our staff and volunteers.

The feedback form can be used for this. In order to continually improve our services, TCLN's Board of Directors will review annually a summary of all compliments too based on the *Customer Feedback Log*.

## Contact Us

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