

<b>Policy Number:</b>	<b>C-108</b>
<b>Policy Owner:</b>	<b>Community &amp; Business Connections</b>
<b>Adopted By:</b>	<b>Council</b>
<b>Adoption Date:</b>	<b>2017 June 06</b>
<b>Effective Date:</b>	<b>2017 June 06</b>
<b>Date Last Amended:</b>	<b>2020 July 28</b>
<b>Date Last Reviewed:</b>	<b>2020 February 25</b>

## Purpose

- 1 This policy outlines the customer service standards for interactions between Rocky View County (the County) and its customers.



## Policy Statement

- 2 The County is dedicated to providing high quality, timely, and effective services to its customers.



## Policy

- 3 Council and the Chief Administrative Officer follow eight principles to guide customer service interactions:
  - (1) Access: Providing equitable access to services;
  - (2) Openness and transparency: Clarifying how and why decisions are made;
  - (3) Consultation: Listening to the needs and issues of customers;
  - (4) Redress: Acknowledging mistakes when made and finding effective solutions when possible;
  - (5) Courtesy: Offering services with courtesy and consideration;
  - (6) Service standards: Anticipating needs and informing customers of the level and quality of service they can expect;
  - (7) Information: Providing accurate information about the municipality and its services; and
  - (8) Value for money: Delivering solutions economically and efficiently.

- 4 The Chief Administrative Officer ensures administrative policy exists to support the above principles.
- 5 The Chief Administrative Officer ensures public access to the County Hall from 8:00 a.m. to 4:30 p.m. on weekdays, with the exception of statutory and County-recognized holidays, or in the case of an emergency or public safety issue.



## References

Legal Authorities	• N/A
Related Plans, Bylaws, Policies, etc.	• Rocky View County Strategic Plan
Related Procedures	• N/A
Other	• N/A



## Policy History

Amendment Date(s) – Amendment Description	• 2020 July 28 – Council amended to update formatting, definitions, and principles guiding interactions
Review Date(s) – Review Outcome Description	• 2020 February 25 – Minor updates recommended to align with current County practices and standards



## Definitions

- 6 In this policy:
  - (1) “Chief Administrative Officer” means the Chief Administrative Officer of Rocky View County as defined in the *Municipal Government Act* or their authorized delegate;
  - (2) “Council” means the duly elected Council of Rocky View County;
  - (3) “County” means Rocky View County;
  - (4) “customer” means residents, ratepayers, landowners, and other individuals and businesses who have a relationship or association with Rocky View County;
  - (5) “Rocky View County” means Rocky View County as a municipal corporation and the geographical area within its jurisdictional boundaries, as the context requires; and

- (6) “services” means the range of programs or systems providing for a public need that are delivered to residents, business owners, and visitors as directed by Council or legislation.