

Resource Planning Client Service Delivery Standards

At the GRCA, our staff teams are well-trained and committed to serving the public and watershed stakeholders. We strive for clear and respectful communication and are committed to providing a high standard of service to all of our clients.

We will:

- deliver customer service that is timely, friendly and helpful
- provide knowledgeable, professional and courteous service
- treat clients with respect and fairness
- maintain customer confidentiality and privacy
- work to provide [accessible services](#) consistent with the Accessibility for Ontarians with Disabilities Act
- meet with “walk-in” clients where possible or arrange for follow up if staff are unavailable
- acknowledge mail, voicemail and email within two business days
- provide responses to requests received in writing within ten business days
- keep customers informed of timelines and explain if there will be a delay
- post notice of service disruptions on our website/telephone system
- post information online including GRCA regulated area maps, policies, procedures and guidelines

We will strive for continuous process improvements and:

- ensure that all clients have the opportunity to provide [feedback](#)
- review our commitments and standards annually
- post annual updates on service delivery

We ask that our clients:

- contact our office before starting projects requiring a permit from GRCA
- provide complete permit applications and quality technical submissions
- provide requested information in a timely manner
- be respectful towards GRCA staff and other clients
- contact a [staff client service facilitator](#) with concerns