

# SERVICE EXCELLENCE STANDARDS

The County of Oxford delivers services that are focused on you, a valued citizen in our community. Our staff is committed to providing excellent service to meet your needs. We commit to meeting the following standards in each and every interaction, and appreciate your feedback on how we did today.



## Service excellence is a priority at Oxford County

### We will ...

- Listen attentively
- Treat you with respect
- Be courteous, knowledgeable and fair
- Respond in a timely and efficient manner
- Encourage you to provide feedback
- Ensure accessible services for all citizens
- Respect your privacy and confidentiality
- Provide accurate, reliable and high quality information
- Follow through to ensure your needs have been met in a satisfactory manner

### Questions or feedback?

[customerservice@oxfordcounty.ca](mailto:customerservice@oxfordcounty.ca)