

# Canadore Employment Solutions

## Customer Service Charter

### Purpose and Scope

The purpose of this charter is to outline the service standards that job seekers, employers, and community partners can expect from Canadore Employment Solutions, part of Canadore College. It serves as a commitment to delivering high-quality employment services, ensuring transparency, and fostering trust with all partners.

This charter applies to all interactions and services provided by Canadore Employment Solutions, including job search support, employer engagement, and workforce development initiatives.

### Our Pledge and Commitment

At Canadore Employment Solutions, we are committed to:

- Providing accessible, timely, and professional employment services.
- Supporting job seekers and employers with clear, accurate, and reliable guidance.
- Ensuring our services remain inclusive, respectful, and responsive to the diverse needs of our community.
- Upholding confidentiality and security in all client interactions.
- Actively seeking and incorporating feedback to enhance service delivery.

### Accessibility

We ensure our services are accessible to all clients by:

- Providing accessible facilities and service locations compliant with the Accessibility for Ontarians with Disabilities Act (AODA).
- Offering remote or mobile services where local needs are identified.
- Operating Monday to Friday, 8:30 AM to 4:30 PM, with flexibility to accommodate client needs.

### Service Standards

We are committed to providing timely and responsive communication:

- **Telephone Calls & Voicemails** – Responded to within one business day (24 hours).
- **Emails and Mail** – Acknowledged within two business days (48 hours).
- **Appointments** – Scheduled within five business days of initial contact.

### Key Service Areas

We provide a range of employment services, including:

- **Job Search Assistance** – Resume building, interview preparation, and career counseling.
- **Employer Services** – Recruitment support, job postings, and hiring assistance.
- **Skills Development** – Access to training programs, workshops, and upskilling opportunities.
- **Community Partnerships** – Collaboration with local organizations to enhance employment pathways.

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### Confidentiality and Security

We prioritize client confidentiality and data security in accordance with privacy laws and best practices:

- Secure storage and handling of all client records.
- Confidentiality in all communications.
- Limited access to client information, shared only with consent or as required by law.
- Immediate reporting of any security breaches, with resolution plans communicated within three business days.

### Communication and Issue Resolution

#### Providing Feedback

We welcome feedback and encourage clients, employers, and partners to share their experiences, suggestions, or concerns. Feedback can be provided through:

1. Speaking directly with a staff member or management.
2. Contacting us via phone, mail, or email at [EmploymentServices@canadorecollege.ca](mailto:EmploymentServices@canadorecollege.ca).
3. Completing a feedback form available at our locations or online.

#### Issue Resolution Process

##### 1. Initial Contact & Resolution Attempt

- Concerns and complaints should first be directed to a service representative, who will attempt to resolve the issue within five business days.
- If the issue cannot be resolved at this level, it will be escalated to a supervisor or manager.

##### 2. Escalation to Management

- If the concern remains unresolved, it will be escalated to the Service System Manager (SSM).
- The SSM will acknowledge the complaint within two business days (48 hours) and work towards a resolution within ten business days.

##### 3. Executive Review & Final Resolution

- If further escalation is required, the matter will be reviewed by an Executive Steering Committee, which will aim to resolve the dispute within thirty business days.
- Decisions will be communicated clearly to all parties involved.

##### 4. Confidentiality & Follow-Up

- All complaints will be handled confidentially and professionally.
- Clients will receive regular updates on the status of their concern throughout the resolution process.
- Lessons learned from complaints will be used to improve our services.
- For urgent issues requiring immediate attention, please contact us at [EmploymentServices@canadorecollege.ca](mailto:EmploymentServices@canadorecollege.ca).

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### Who We Are

Canadore Employment Solutions is a trusted service provider within Canadore College, committed to enhancing employment opportunities in our community.

### What We Do

We offer job search support, employer recruitment assistance, workforce development services, and connections to training opportunities.

### Who We Serve

We serve job seekers, employers, and community partners, working collaboratively to build a strong, skilled workforce for the future.

