

# Draft Richmond Hill Service Charter

The service charter sets out clear expectations of the City's service standards.

Our **pledges** outline our customer service promises to residents when they interact with the City.

Our **service** commitments sets tangible deliverables to which residents can expect.

## Service Charter

Service Pledge

Service Commitments

### A-Z Services

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## Service Charter

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Our service charter sets clear expectations of the City's service standards, outlining our service promises and commitments to residents and customers.

### Our Pledge

**Professional**

We will provide accurate, quality, timely and helpful services.

**Accessible**

We will provide easily accessible services to the diverse Richmond Hill community.

**Courteous**

We will serve, help, and support you with respect and courtesy.

**Open**

We will be open and accountable.

**Attentive**

We will actively listen to your needs and feedback and address requests and complaints quickly and effectively, and strive for continuous improvement.

### Your Role

**Respect**

Please give our team the same respect that we give you.

**Understanding**

Please have patience and understanding. We are working hard to help you and provide you with a safe, positive and welcoming experience.

**Goodwill**

Verbal abuse and aggressive and violent behaviours will not be tolerated.