



Nipissing First Nation Service Standards Policy

Policy Statement

Providing the General Public with the highest quality of service is a matter of great importance to us at Nipissing First Nation. Nipissing First Nation shall ensure that our services and facilities are accessible and will strive to promote equality, dignity and respect for everyone. Treating everyone fairly is at the heart of our service, and we aim to make sure that you can benefit from the highest possible standards of service at all times.

Definitions:

Note: Definitions are used to define the difference in services that are offered at Nipissing First Nation to the different groups of people.

Client – anyone who requires services from any department of Nipissing First Nation.

General Public – is any agency or person who requires services or has legal agreements with Nipissing First Nation.

NFN Members – anyone who is registered as a member of Nipissing First Nation under the Indian Act.



Intent


At Nipissing First Nation we will:

- Greet the general public in a friendly manner, and provide them with quality service each and every visit;
- Provide friendly and knowledgeable service to customers;
- Treat everyone fairly, with respect and with dignity;
- Treat everyone with patience and understanding;
- Respect everyone's privacy and handle confidential information in an appropriate way;
- Take responsibility and be accountable for the accuracy and quality of our work;
- Act with integrity at all times.

Policy

Within Nipissing First Nation, we will deliver our services in a consistent manner using the following procedures:

Published Service Standards

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- We will publish details of our core public service standards and values in our public offices and on our website.

- We will monitor our performance against these standards and publish details of how we are performing against them in a variety of ways, including on our website.
- We will also review our core customer service standards and values following ongoing feedback from you, our stakeholders and our staff.

Inform the Client

- Information about our services will be accessible, accurate, and up to date. It will be made available in our offices and on our website. This information will contain relevant contact details including a telephone number, office address and e-mail address.
- We will take steps to make sure the information we provide is clear and straightforward so that it is easily understood.
- We will only use customer information in a lawful and fair manner as required by the Privacy Act and Personal Information Protection and Electronic Documents Act PIPEDA.

Service Accessibility

- We will take all required steps to make sure our services and facilities are accessible to everyone, including people with disabilities. Nipissing First Nation will comply with all applicable customer service accessibility legislation requirements.

Consulting with Clients

- We will seek the views of our clients regarding the delivery of our services, the quality of our service and the standards of service they expect from us. We welcome customer comments or suggestions on how we can improve the quality of our service.
- If a client wishes to make a comment or has a suggestion on how we can improve the quality of service, please provide the customer with our Customer Service Comment or Suggestion Cards, or refer them to the website to make an online comment/suggestion.

Polite and Helpful Staff

- Nipissing First Nation staff members shall be polite and helpful, act with integrity and discretion and treat others with respect at all times.
- Nipissing First Nation staff shall be provided with appropriate service training to help them deliver our services in an efficient and professional manner.

Concerns & Suggestions

If a person has concerns or suggestions with the quality of service received, they may make a complaint to the Executive Director or appropriate Department Manager via:

- In person at Nipissing First Nation Administration Office;
- By signed letter, fax, e-mail, online; or

- By telephone.
- We will fully and fairly investigate the complaint and offer a full explanation of the circumstances and take appropriate action.

General Public Rights and Responsibilities

Nipissing First Nation is committed to providing responsible, courteous and professional service. Nipissing First Nation strives to provide high quality, confidential services in an environment free of discrimination. You can expect us to be courteous, professional and respectful.

At Nipissing First Nation, you have the right to:

- Receive public service in a manner that is professional, respectful and courteous.
- Express opinions and be heard in a manner that is open, honest and accepting.
- Be treated respectfully, fairly and with dignity
- The protection of your privacy and confidentiality
- Be fully informed regarding all aspects of the service you are receiving
- A safe environment.

You have the Responsibility to:

- Conduct business in a respectful manner.
- Treat others with respect and fairness without discrimination
- Be accountable for your actions and accept consequences of behaviour
- Be on time for appointments and programs
- Staff will not serve any person who is intoxicated, or appears to be under the influence of any drug.


Staff reserve the right to refuse service to persons who are troublesome (e.g. banned persons, or those bothering or harassing other patrons or staff, etc.), or use profane or abusive language, or are otherwise unable to control their behaviour in a civil manner on Nipissing First Nation premises.

Employee Professional Conduct

Nipissing First Nation defines professional conduct as behaviour that meets the organization's values, beliefs and mission.

Employees are also accountable for conducting themselves in accordance with the Nipissing First Nation Code of Ethics, and are expected to:

- Be respectful of each other's roles, differences and contributions
- Be welcoming, supportive and considerate to each other

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- Be accountable to each other and for the work we do
 - Brainstorm challenges and opportunities with each other
 - Handle conflict proactively by communicating openly with each other
 - Be supportive of collaborative practices and work together
 - Participate in team meetings and committees

Approved by Council this 21st day of June, 2011.

