

CUSTOMER SERVICE STANDARDS POLICY

Intent

The Alma Mater Society is committed to providing external and internal customers with consistently high levels of customer service, characterized by focusing operations around the needs presented by student life at Queen's University. In the pursuit of commitment, the AMS will strive to ensure that its products, services, and facilities are accessible and relevant for students.

Terminology

The term "AMS" means the Alma Mater Society of Queen's University Incorporated and the Alma Mater Society of Queen's University.

The term "Customer" extends to past patrons to our services, to all employees, vendors, visitors, and permanent staff who employees interact with.

Scope

This policy applies to all AMS waged and salaried employee positions, held by students of Queen's University.

Definitions

Timely response: General timely breakdown as follows for offices, commissions, and service management teams:

Emails

- Internal: 24 hours or by the next business day
- External: Within 24-48 hours, depending on the complexity of the request

Phone calls

- Return calls within the same business day or by the next morning

Instant Messaging (teams):

- Preferably by end of day or a couple hours if it is an urgent matter

Specifically for each service the timely response and expectation for external customers is determined by the respective head manager and Vice President of Operations

Policy

1. Guidelines

1. At the AMS, all employees will receive training on accessible customer service and how to appropriately interact with people. Employees will:
 - a. Greet external and internal customers (including the Permanent Staff), and patrons in a friendly manner, and provide them with quality service each and every visit;
 - b. Provide knowledgeable service to external and internal customers and patrons;
 - c. Treat external and internal customers fairly, with respect and dignity;
 - d. Treat external and internal customers with patience and understanding;
 - e. Respect external and internal customer privacy and handle confidential information appropriately;
 - f. Take responsibility and be accountable for the accuracy and quality of work; and
 - g. Act with integrity at all times.
2. The AMS, will make every reasonable effort to ensure that its policies, practices, and procedures are consistent with the principles of dignity, independence, integration, and equitable opportunity. The AMS will:
 - a. Ensure that our facilities, products, and services are accessible to persons with a disability. We will meet or exceed all applicable legislation regarding the provision of customer service.
 - b. Ensure all staff members provide professional, polite, and helpful *timely* service, while ensuring that all interactions are conducted with integrity, discretion, and respect.
 - c. Provide all staff with appropriate customer service training to ensure the consistent delivery of exceptional service.
3. The AMS interacts with its customer questions/Complaints *via*
 - a. Email
 - b. Face to face
 - c. Virtually (Teams)
 - d. Social media
 - e. Customer Surveys
4. AMS Employees will ensure that customers can access appropriate feedback mechanisms and contact the AMS regarding concerns and *will respond in a timely manner*

- Will only collect and use customer information in a lawful manner that protects the privacy of our customers and complies with applicable legislation.

Monitoring

Monitoring for compliance with this policy will be carried out by the Human Resources Office.

Responsibility and/or contact person	<i>Human Resource Office</i>
Approved by	<i>Board of Directors</i>
Date initially approved	<i>October 27, 2022</i>
Date last revised	<i>October 29, 2025</i>
Date of next review	<i>Every two years, or when significant change dictates a need for revision.</i>
Related policies, procedures, and guidelines	<i>Standards of Performance</i>
Policies superseded by this policy	<i>N/A</i>