

Petroleum UST Release Compensation Board
Customer Service Standards Policy
Effective October 1, 2014

Purpose

The Board adopted Customer Service Performance Standards pursuant to Ohio Revised Code 121.91 for employees of the agency whose duties include a significant level of contact with the public. The Board's work philosophy emphasizes a commitment to serve the regulated community and those affected by its rules. All staff members are expected to strive for excellence, be honest, courteous, cooperative and professional at all times.

To honor its commitment to excellence, the Board's staff pledges to maintain the following values and standards in serving its customers:

- Offer an environment that is welcoming to customers and accessible to the general public, including individuals with disabilities;
- Maintain customer-friendly business hours of 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding holidays;
- Respect confidentiality of information when appropriate;
- Look for a positive solution to satisfy the customer;
- Meet all ethical obligations of Ohio's ethics rules and statutes, being particularly cautious to avoid even the appearance of conflict of interest; and
- Use respectful language when speaking with customers, and never use expletives, racial epithets or language that may be offensive.

Telephone and Voicemail

- Telephone calls will be answered promptly (within three rings) whenever possible.
- A person, not voicemail, will answer the Board's main office number during business hours.
- Staff members will identify themselves when answering the phone.
- Staff members will listen to the customer's request, question or complaint, ask for clarification, if necessary, and provide complete, knowledgeable and accurate information regarding the inquiry.
- When a requested staff member is unavailable to answer a call, the caller will be provided the option of being transferred to voicemail, leaving a message or being transferred to an alternate staff member who is available.
- Callers will receive acknowledgement of their voicemail messages within 24 hours on regular business days.
- Outgoing voicemail messages will be kept current and voicemail messages for the Board's main office number will be changed on days that the office is closed for the weekend or holidays.

Correspondence

- All correspondence will be clear, concise, complete and accurate.
- A timely response for email is within 24 hours on a regular business day, within three business days for public records requests and within ten business days for letters.
- Fax cover sheets will include the sender's name and telephone number, the recipient's name and fax number, and the Board's contact information.