

Harvey-Marion County CDDO Service Area Policy/Procedure

Policy No: 002

Subject: Customer Service

Effective Date: March 2009

Purpose: Establish the value of providing outstanding customer services, both internal and external, in the Harvey-Marion County CDDO service system.

Intended Outcome: Customers of developmental disability services and supports in Harvey and Marion Counties receive outstanding customer service.

Policy: Harvey-Marion County CDDO and all its affiliated community service providers hold each other to high standards of treating all customers, internal and external, with dignity and respect, and providing all customers with outstanding customer service.

Procedure:

1. Each service provider teaches and expects its employees to treat all customers, both internal and external, with dignity and respect, and to provide outstanding customer service.
2. Each affiliating service provider develops its own customer service policy/protocol to give to each of its customers and to Harvey-Marion County CDDO.
3. Each service provider's customer service policy/protocol identifies the appropriate party or parties to contact for customer service issues.
4. Each service provider teaches its employees how to implement its customer service policy/protocol.
5. Each service provider teaches its employees how to support customers who choose multiple service providers, to contact the appropriate party for customer service outcomes.