

Ohio Commission on Minority Health

Policy and Procedure Manual

Customer Service Standards Policy

Background: Ohio Revised Code Section 121.91

ORC Section 121.91 requires that “each state agency shall develop, and as it becomes necessary or advisable may improve, customer service standards for each employee of the agency whose duties include a significant level of contact with the public.”

Our customers include:

- All citizens of Ohio to include racial and ethnic population groups;
- Potential Grantees;
- Funded Grantees; and
- Federal, state and local government agencies

Our customer service goals:

- We will treat all of our customers with courtesy and respect.
- We will provide high-quality service by a knowledgeable staff.
- We will provide complete, accurate and precise information.
- We are expected to demonstrate personal and professional integrity: We strive to be accountable, reliable, and guided by ethical standards
- We are culturally competent practitioners who are informed about Minority Health

Customer Service Standards

1. The Commission’s regular office hours are Monday through Friday 8 a.m. to 5:00 p.m.
2. Telephone calls will be answered within three rings whenever possible.
3. Questions from the public will be handled by the staff member that has the knowledge and expertise to respond to the subject of the call.
4. All questions from the public will be answered completely and accurately.

5. If the staff member cannot answer the question or the question falls outside the staff member's duties, the customer will be transferred to the appropriate staff member or advised that the staff member will attempt to locate the answer and call the customer back.
6. If a question or complaint falls outside of the Commission's jurisdiction, the customer will be referred to the appropriate agency whenever possible.
7. If the party the caller is trying to reach is unavailable the caller will be transferred to voicemail.
8. Voice and email messages will be returned within 24 hours whenever possible.
9. Voicemail messages and out of office email messages will provide the main office telephone number.
10. Staff will leave their full name, agency name, telephone number and time available when leaving a message.
11. Written correspondence will be professional and the information contained therein will be complete, accurate and precise.
12. We will coordinate all programmatic and fiscal site visits with adequate advance notice.
13. We will provide feedback in a timely manner to ensure the continual delivery of program services.

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