

## Ohio EPA Customer Service Principles

As employees of the State of Ohio, we have a responsibility to provide excellent service to all our customers, both internal and external. The following customer service principles provide guidance in meeting that responsibility. As Ohio EPA employees, you are encouraged to use them and apply them to activities that serve our customers. Again, our customers may be internal or external and include fellow employees, citizens, industry representatives, or elected officials. Simply put, they are whoever contacts us to receive whatever it is that we produce or provide.

Like us, they have their own expectations concerning when and how they would like to receive our "products" or services. Good customer service is meeting or exceeding those expectations.

The five principles are:

### ***Listening***

We will:

- Listen patiently to clearly understand a customer's needs and ensure that we fully understand what the customer wants.
- Be available to our customers through use of the Internet, hotlines, information and assistance centers, telephone, letters, e-mail and face-to-face meetings during core business hours, or as required by Agency management.
- Ask for customer input through surveys and other feedback mechanisms.

### ***Responding***

We will:

- Respond to customer phone calls and e-mails by the end of the day if possible, but always by the end of the next business day.
- Have current voice mail messages so the customer will know when to expect a response or who to call for faster help if the person the customer trying to contact is not available.
- Respond to all written correspondence within 10 business days.

### ***Informing***

We will:

- Communicate to be understood, not just heard.
- Provide easy access to clear and accurate information.
- Make information available in a variety of formats (documents, fact sheets, Internet, fax, newsletters, brochures, etc.) to allow the customer to select what is best for his needs.
- Provide requested information in a timely manner.

### ***Collaborating***

We will:

- Work with customers to define needed improvements to our functions, processes and services.
- Work with the customer to help find solutions to their problem or situation.
- Work collaboratively to make necessary changes.
- Be accountable.

### ***Involving***

We will:

- Inform appropriate customers early on about policy and regulatory issues that may affect them and urge their participation in the process.
- Provide adequate opportunities for customers to be included in environmental decision making (e.g., rule-making, permitting, etc.).
- Give and get contact information so both parties can follow-up as necessary.