

<b>College of Kinesiologists Policies and Procedures Manual</b>		
<b>SECTION:</b> Client Services		<b>Policy # 1</b>
<b>POLICY:</b> Client Services		<b>COVERAGE:</b> Council, College
<b>CREATED:</b> December 2014	<b>REVISED:</b>	<b>NEXT REVIEW:</b> 2015

**Policy statement:** College services must be accessible to everyone in a timely manner. The College is committed to transparency in its dealings with the public and with its members and will provide information that is appropriate and accurate. When providing services staff will act with tact, diplomacy and sensitivity.

The College shall make every reasonable effort to accommodate the needs of those using the services of the College in the following ways:

#### **Communications**

- The College is transparent regarding the information it provides about its members; its processes, including application, complaints and registration; its policies; and its bylaws.
- The College posts the Client Service and Transparency standards on the website.
- The College posts annual reports, Council agendas, minutes of all Council meetings and strategic plans on its website.
- The College website offers multiple font sizes to allow for enlargement.
- Information intended for the public is written at a reading level of Grade 8-9. Different formats and different levels of comprehension will be provided upon request, including large font documents.
- College staff are trained in telephone customer service etiquette and in how to assist callers. Specifically, training focuses on speaking slowly; using straightforward, courteous language; and offering opportunities to callers to seek clarification or repetition, and offering communication alternatives.
- The College website provides critical information, forms and guides in English and French.

#### **a) Making an enquiry**

The College receives enquiries in person, in writing, by email and/or by telephone. Enquiries are dealt with in the following manner:

- Telephone calls will be returned within one business day.
- If the staff person is unavailable, voicemails will have a message indicating that the staff person is unavailable, and will state the name and number of another staff member who can answer the enquiry.
- If the enquiry is made through email, an accurate and complete response will be returned within three business days.
- If the email enquiry cannot be responded to within this timeframe, an acknowledgment will be sent, indicating the timeframe in which the response will be provided and the staff member responsible for it.
- If the enquiry is made through regular mail, a complete response will be provided within fifteen business days.
- If a complete response cannot be provided within fifteen business days, an acknowledgment will be sent within five business days, indicating the timeframe when the response will be provided and the staff member responsible for it.
- All correspondence arriving by mail is logged for reference.

#### **b) Making a complaint**

A person may submit a complaint to the College in person, in writing and/or by telephone.

#### **c) Providing testimony/evidence**

A person will be accommodated in any reasonable way by contacting the College upon providing the necessary proof of needs.

#### **d) Entry to practice examination**

Any person, while preparing to take the entry to practice examination, may contact the College and upon providing the necessary proof of needs, be accommodated (See Examination Handbook– Accommodation). The College shall make accessible to all persons the online examination application form and study guides.

#### **e) Application to the College**

The College makes the online application form accessible to all persons.