

*Red Lake District Adult Learning Centre
Customer Service Statements*

- 1* Our literacy agency fosters a culture of customer service.
- 2* Our literacy agency provides a learner-centred, quality learning environment.
- 3* Our literacy agency provides initial and ongoing support to learners.
- 4* Our agency honours the privacy of our customers.
- 5* Our literacy agency values respect, inclusion and accessibility.
- 6* Our literacy agency knows who its key customers are and actively solicits their feedback.
- 7* Our literacy agency seeks to regularly improve our customer service practices.
- 8* Our literacy agency has a formal customer complaint and resolution process.
- 9* Our literacy agency is actively involved in our community to ensure effective referrals and service coordination.
- 10* Our literacy agency has effective communication practices that reflect our commitment to excellent customer service.