



Customer Service Standards Policy

Policy Statement

Pioneer Family Pools is committed to providing our customers with consistently high levels of customer service. In the pursuit of our commitment, Pioneer Family Pools will strive to ensure that our products, services and facilities are provided in an accessible manner.

Intent

At Pioneer Family Pools we will:

- Greet our customers in a friendly manner, and provide them with quality service each and every visit;
- Provide friendly and knowledgeable service to customers;
- Treat our customers fairly, with respect and with dignity;
- Treat our customers with patience and understanding;
- Respect customer privacy and handle confidential information in an appropriate way;
- Take responsibility and be accountable for the accuracy and quality of our work;
- Act with integrity at all times.

Policy

1. Pioneer Family Pools will provide copies of our customer service standards policy upon request, and will ensure that the format is accessible for the customer.
2. Pioneer Family Pools shall ensure that our products and services are accessible, and meet a consistently high standard of quality.
3. Pioneer Family Pools will ensure that customers are provided with appropriate feedback mechanisms in a variety of manners, and have the ability to contact Pioneer Family Pools regarding concerns. We take customer feedback seriously, and will work to address comments, suggestions, and concerns. Pioneer Family Pools will acknowledge the receipt of feedback in an appropriate manner.
4. Pioneer Family Pools will only collect and use customer information in a lawful manner that protects the privacy of our customers, and is compliant with applicable legislation including the Privacy Act and PIPEDA.

5. Pioneer Family Pools shall ensure that our facilities, products and services are accessible to persons with a disability. All customer service provided by Pioneer Family Pools shall follow the ideals of dignity, independence, integration and equal opportunity. We will meet or exceed all applicable legislation regarding the provision of customer service.
6. Pioneer Family Pools staff members shall provide service in a professional, polite and helpful manner, while ensuring that all interactions are conducted with integrity, discretion and respect.
7. Pioneer Family Pools staff shall be provided with appropriate Customer Service Training (see AODA training policy) to ensure the consistent delivery of exceptional service.

The foregoing Customer Service Standards Policy (AODA Service) is put into effective this 3rd day of January 2014.

Harry Prosnick

January 3, 2014