

Administration

Customer Service Standards

Customer Specific Service Area Expectations



The Customer Service Standards are designed to provide the individual service area's customers with a reasonable expectation of outcomes. In addition, we want our customers to know what to expect as we move toward "Customer Focused Service Excellence". Service Areas will respond to all inquiries as soon as practical and in accordance with the listed standards. Should a customer have an encounter with service area staff that does not meet these expectations, please contact the Health Officer, Angelique Joynes, at (269) 673-5411 or email ajoynes@allegancounty.org, as soon as possible to discuss your experience. We are committed to creating an environment where everyone is treated with dignity and respect at all times.

1. Service Area Hours of Operation: **Monday – Friday, 8:00am to 5:00pm**
2. Service Area General Communication Expectations:
 - Telephone Inquiries
 - Calls will be answered promptly.
 - When voicemail is necessary or should a customer prefer to leave a voice-mail, county personnel will return the call no later than one business day. Every effort will be made to return calls the same business day.
 - When callers reach a department that is unable to assist them with their inquiry, every effort will be made by the person that answered the call to get the caller to the correct location for their inquiry to be addressed.
 - Email/Website Inquiries
 - All e-mail and/or website inquiries, will be acknowledged with-in two business days. If an e-mail request is expected to take longer than two business days, the acknowledgement will provide a date when the requested information will be available or provide a status update.
 - If the individual you are contacting is out of the office, an automated email notification will be sent to the customer. This notification will include the individual's return to work date and an alternate contact.
 - Front Desk (in person) Inquiries
 - Personnel will be available at a front desk to respond to your inquiry.
 - Personnel will listen effectively to your request and take the necessary action to assist you.
 - Customers will be informed of the normal process time for their inquiry, when they can expect completion and any delays that may arise in the process.
 - Customer will be provided the contact information of the person who is to follow up with them and guide them through the process.
 - Customer will be informed if there are alternative options.

3. Service Area Service Delivery Standards

a. Recycling Questions

- If you have reported that your curbside recycling was missed within 48 hours of the incident, we will forward your report to the hauler within 24 business hours of the receipt.
- If you are requesting to set up curbside recycling, we will forward your request to the hauler within 24 business hours of the receipt.
- If you are requesting sharps drop off or household hazardous waste drop off, our recycling service coordinator will be notified with your contact information to schedule an appointment with you if they are not available that day you come in. They will follow up with you within 24 business hours.

b. Administration Requests

- If you have requests such a disinterment permits, non-communicable disease letters to transport deceased out of the country, or other miscellaneous items, they will be processed within 2 business days.
- If you are requesting a media interview, we will respond within 2 business days.
- If you are requesting health education materials, or other health department/outreach information, we will respond within 2 business days. If the request is of serious nature where human health is impacted, our Public Information Officer will respond to your inquiry as soon as possible.

c. Community Links Program

- Allegan County Community Health Workers provide referrals, information on community services, and assistance with receiving services to residents of the community. If a person fills out our [online referral form](#), or is referred to us by someone else, one of our CHW will contact the individual and gather needed information to start connecting them to services and resources within 2 business days.
- A CHW will routinely follow up with the individuals to check-in and make sure they are getting what they need.
- If you are requesting more information about the Community Links Program and what we offer you can email or call and a CHW will follow up with you within 2 business days.