

Environmental Health Division

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 Environmental Health Services Manager, Randy Rapp, at (269) 673-5411 or email rrapp@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, unless we are with another customer, in the field, or working with a team member. If this happens, please leave a voicemail. We will get to your voicemail as soon as possible and reply within 24 business hours.
 - We check our voicemails once arriving at work, throughout our shift, and once we return to the office from the field. If we get back to the office after 5:00pm, we check our voicemails the following day.
 - If you call and we are unable to help you, we will try to find the correct location/person to have your inquiry 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. Field Applications, Permits, and Complaints

- If you submit an application for a septic, well, or SESC permit, or loan, MDHHS, or raw land evaluations, you can expect to be issued a permit within 14 business days after we have received the receipt of the completed application with all required documentation and payment.
- We will call or email you within 5 business days of the receipt stating that your request has been received and a sanitarian will be following up with you.
- If you have questions about your application or need further assistance, you will be directed to the appropriate sanitarian who oversees the township, city, or village of the application, who will follow up with you within 2 business days.
- If you have filed a field-related environmental health complaint or inquiry, you will receive a follow-up phone call or email within 2 business days. If the complaint is of a serious nature or illness, the sanitarian will investigate immediately upon receiving the complaint.

b. Food Program Applications, Licensing, and Complaints

- If you submit an application or request for food-related licensing and inspections, you can expect a call or email within 5 business days of the receipt stating that your request has been received and a sanitarian will be following up with you.
- If you have questions about food program applications and licensing, or need further assistance, you will be directed to the appropriate sanitarian for your area who will follow up with you within 2 business days.
- If you have filed a food-related complaint or inquiry, you will receive a follow-up phone call or email within 2 business days. If the complaint is of a serious nature or illness, the sanitarian will investigate immediately upon receiving the complaint.