

**Ohio Joint Legislative Ethics Committee/Office of the Legislative Inspector
General**

**Customer Service Standards Policy
Effective September 11, 2014**

Purpose

The **Joint Legislative Ethics Committee/Office of the Legislative Inspector General** (OLIG) is committed to providing the highest level of service to its customers at all times. In furtherance of the mission of the OLIG and in accordance with R.C. 121.91, the OLIG has established the following customer service standards.

Definitions

A customer is defined as any individual, who contacts or appears before the OLIG, including:

- The citizens of Ohio
- Legislative Agents, Executive Agency Lobbyists, Retirement System Lobbyists and their employers
- Attorneys
- Members of the media
- Federal, state, and local government agencies
- National, state, and local professional and industry associations.

Employees will communicate with customers, whether in person, in writing, via telephone and/or email, in a manner that is respectful, courteous, and professional at all times. Employees will listen to customers with the goal of understanding their issue or concern and will respond with accurate, complete, and precise information.

The OLIG realizes that not all customer issues will be resolved to the satisfaction of the customer. In those situations, employees are expected to continue to provide the highest level of service and maintain a professional tone at all times. The OLIG will continue to improve its customer service based on customer feedback.

Customer Service Standards

1. The OLIG's regular office hours are Monday through Friday 8 a.m. to 5:00 p.m.
2. Employees will greet all customers that appear at the OLIG office with professionalism.
3. Employees will answer telephone calls within three rings whenever possible.
4. Employees will answer questions from all customers completely and accurately.
5. If an employee cannot answer a question or the question falls outside the employee's duties or expertise, the employee will transfer the customer to the appropriate staff member or advise the customer that the employee will attempt to obtain the appropriate

response and respond to the customer via return phone call or in writing, whichever the customer prefers. If a question cannot be answered because of the confidentiality requirement of O.R.C. 102.06, the customer will be informed of such.

6. If a question or complaint falls outside of the OLIG's jurisdiction, the employee will refer the customer to the appropriate agency whenever possible.

7. Employees will return voicemail messages within 24 hours whenever possible.

8. Employees will provide the main office telephone number on all out of office email messages and provide an alternate contact name and contact information.

9. Employees will leave their name, agency name, and telephone number when leaving a voicemail message.

10. Employees will update office email messages when out of their office for an extended period of time.

11. Employees will answer calls in the order received. If the party the caller requests is on another call, employees will place the caller on hold, with periodic updates, or transfer the caller to voicemail.

12. Employees will finish all interactions with customers in a professional and courteous manner, even if the customer is not extending the same level of courteous behavior.

13. Employees will ensure that written correspondence is professional and that the information contained therein is complete, accurate, and precise.

14. Employees will return all emails in a timely manner.

Education and Awareness

A copy of this policy will be given to each employee of the OLIG. A copy of the policy will also be posted on the OLIG's website.