



Customer Care Charter

Scope

This document outlines the Customer Care Charter for the Department of Labour & Pensions, which will be reviewed annually for continued improvement, and communicated to its managers, staff, and all interested parties of the general public in the Cayman Islands.

Policy statement

This policy is designed to show our commitment towards providing clear standards of customer care and delivering the highest level of service in line with the Cayman Islands Government's 5-Year Strategic Plan for a World-Class Civil Service ("WCCS") initiative, led by the Deputy Governor to develop a service-focused culture aimed at *"making the lives of those we serve better"*, with passion, integrity and professionalism.

Purpose

In delivering service excellence, we recognise our responsibility in providing service to our valued clients with care, while adhering to the key principles of our Mission Statement:

- **Vision:**
To be a valued and trusted partner in supporting excellence in employee-employer relations and compliance with labour and pensions legislations for the private sector in the Cayman Islands.
- **Mission:**
To provide through education, engagement and the enforcement of labour and pensions legislation, a one-stop shop for private sector labour and pensions services and support, delivered by competent and caring staff, operations in a prompt, fair and impartial manner and with the highest integrity.
- **Values:**
We are committed to being a Department that is:
 - Professional, pro-active and ethical;
 - Fair, consistent and impartial in our decision-making;
 - Research and fact-driven;
 - Resourced with well-trained, dedicated, honest and attentive staff; and
 - Client-focused, communicates well and delivers timely and thorough services.

Our Responsibilities

This policy is designed to ensure that we remain responsible for reviewing, updating and improving the content contained in this document. We are solely responsible for educating our staff about the information in this policy, ensuring full compliance of the policy requirements and implementation in an effort to satisfy the expectations of our valued clients.

Our Commitment

In accordance with the WCCS initiative, we will continue to work together to ensure that our service delivery remains a top priority and that your experience with us follows CIG's Customer Service standards:

- **Principle 1:**
We will resolve your query or introduce you to the person who can in a positive and courteous manner.
- **Principle 2:**
We will provide you access to the services you require in a way that suits your needs.
- **Principle 3:**
We will help you understand the information we present to you.
- **Principle 4:**
We will deal with your enquiry confidentially with professionalism, integrity, consideration, compassion and empathy.
- **Principle 5:**
We will listen to you and take the right action when needed.
- **Principle 6:**
We will measure customer satisfaction and report the results.

Accessibility

- Our regular business hours to the general public are between 9:00am and 4:00pm weekdays (Mondays – Fridays).
- We guarantee that our services will be made available to you within our normal business hours at our office. A response to our website and social media enquiries will be answered at least three (3) business days of receipt.
- Should there be a temporary office closure to facilitate our staff functions, we aim to inform you about any changes to our operating hours at least three (3) business days in advance.
- We will provide you access to the services you require in a way that suits your needs (Principle 2).

Privacy & Confidentiality

- We respect your privacy where we will ensure that your information is kept confidential.
- We will not disclose that information to any third parties for any purpose without prior consent.
- Where applicable with consent/knowledge; or as allowed/required under our respective laws in the Cayman Islands, we will try our best to accommodate the provision to release information to all relevant parties involved.
- We will treat all of your information confidentially in accordance with the Freedom of Information Law (2020 Revision), Freedom of Information (Amendment) Law, 2019 and the Data Protection Law, 2017.
- We will deal with your enquiry confidentially with professionalism, integrity, consideration, compassion and empathy (Principle 4).

Responsiveness

- We will respond to all general enquiries in Standard English where all correspondence will be answered via email, telephone or social media within three (3) business days of receipt (*excluding weekends and public holidays*).
- We will respond to all general mail correspondence within ten (10) business days of receipt of mail or courier correspondence (*excluding weekends and public holidays*).
- We aim to respond to all telephone calls in a prompt and professional manner by answering calls made to our office within three (3) rings of the calls being made. If we are not available, we highly encourage you to leave a voicemail message with your contact information where we will make every effort to reach you directly.
- We commit to being punctual when an appointment is made. Provided that you arrive 15 minutes prior to your appointment, we endeavour to meet with you within fifteen (15) minutes of your visit.
- We anticipate that the maximum waiting time a person without an appointment time will be thirty (30) minutes. If the time is delayed, we extend our sincerest apologies in advance for the delay, at which time we will offer to meet with you or schedule a new appointment that is most convenient to you.
- We will resolve your query or introduce you to the person who can in a positive and courteous manner (Principle 1).
- We will listen to you and take the right action when needed (Principle 5).

Customer Care

- We will deliver the highest level of customer care with clear and up-to-date information in an effort to meet your specific needs.
- We will provide well-trained, dedicated, and attentive staff to assist you with all of your enquiries related to our business.
- We will provide fair, fact-driven, consistent and impartial decision-making.
- We will communicate to you and deliver timely and thorough services.
- We will resolve your query or introduce you to the person who can in a positive and courteous manner (Principle 1).
- We will provide you access to the services you require in a way that suits your needs (Principle 2).
- We will help you understand the information we present to you (Principle 3).

- We will deal with your enquiry confidentially with professionalism, integrity, consideration, compassion and empathy (Principle 4).
- We will listen to you and take the right action when needed (Principle 5).
- We will measure customer satisfaction and report the results (Principle 6).

Complaints

In an effort to improve customer service, we aim to address complaints made to our Department in a timely, courteous and professional manner. Once we recognise that our clients are not satisfied with our service, we will make every effort to resolve their enquiries in a professional manner. We will guide them through the process and procedures where they will be asked to return their completed Dissatisfaction of Service Form to enable us to proceed with an immediate investigation.

All complaints will be addressed within 30 – 45 days, dependent on the complexity of the complaint, and will be treated in a confidential manner. To learn more about our Complaints process, please visit our website on www.dlp.gov.ky.

How to request information

If you need to request information to gain access to our records pursuant to the Freedom of Information Law (2018 Revision) ("FOI"), we kindly ask that you email your request or submit your completed FOI Application Form in person or via email to foi.dlp@gov.ky. For more information about the process, please note that information will be posted onto our website at www.dlp.gov.ky prior to the launch date of this respective law.

How to contact the Department of Labour & Pensions

If you need to reach us, learn more about our services, ask questions, provide feedback or report a complaint, please feel free to contact us at:

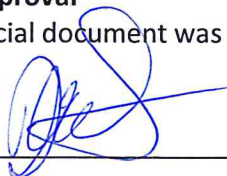
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Final Approval

This official document was approved by the Director of the Department of Labour & Pensions:

Director



Date

28.02.2020