

Corporate Service Standards

Service Commitments	Service Standards
<p>Timeliness</p>	<p>We will respond to or acknowledge your mail correspondence within 14 business days of receipt.</p>
	<p>We will respond to or acknowledge your email correspondence within two business days.</p>
	<p>We will respond to or acknowledge your voice mail messages within two business days.</p>
	<p>We will acknowledge or serve you within two minutes of lining up for services.</p>
<p>Accessibility</p>	<p>We will have voice mail with personal greetings which are current, include name, Liquor Distribution Branch, date and instruction for immediate assistance.</p>
	<p>Our online services will be available 24 hours a day, 7 days a week, less scheduled maintenance.</p>
<p>Objective and Fair</p>	<p>We will apply procedures, rules and policies fairly and consistently.</p>
	<p>We will clearly communicate our process to receive and respond to comments and concerns about our services and provide you with information on appeal processes where they exist.</p>
<p>Accurate and Complete</p>	<p>We will make every effort to serve you at your first point of service. When a referral is necessary for further assistance, we will strive to refer you to the appropriate point of service the first time.</p>
<p>Respectful and Courteous</p>	<p>When serving you, we will speak politely, clearly and demonstrate tact and diplomacy.</p>