

Stratford-Bruce Peninsula Employment Services System Manager and our Service Provider Network (Employment Services) are committed to providing high quality service to customers, employers, and service providers in Bruce, Grey, Huron, and Perth Counties.

Employment Services aims to provide a personalized and seamless experience that makes it easier for customers, employers, service providers and communities to find, create, and/or maintain meaningful employment.

As an organization, Employment Services believes in a flexible approach to meet the needs of each customer, employer, and community. The Stratford-Bruce Peninsula Employment Services System Manager and service providers are committed to employing a diverse group of qualified staff who deliver high-calibre services and are knowledgeable and responsive to the current and changing local labour market.

As a customer, employer, or community, you can expect:

Courteous Service – Staff will treat all customers, employers, and communities equitably in a warm and welcoming manner. Customers, employers, and communities may contact Employment Services and service providers in the way they prefer (e.g., in person, telephone, email, and/or virtually) and can expect a safe environment to discuss their needs.

Knowledgeable Professionals – Staff are well-trained and knowledgeable about the issues facing the customers, employers, and communities served and will deliver professional services that treat all with dignity and respect.

Accessibility – Facilities and staff are accessible to all and respect the dignity and independence of all persons. Staff will be available during business hours, to provide service and will respond to all communications within two business days with accurate, accessible, and easily understood information, so customers, employers, and communities can make informed decisions that best meet their employment and training needs. Where information is required in an alternate format than what is provided, customers, employers and communities should contact the service provider and/or Employment Services.

Inclusion – In Bruce, Grey, Huron, and Perth counties, the people are not all the same and this is our greatest strength. Employment Services and service providers will draw on experiences and differences and respond to local needs to provide services and resources that include everyone.

Confidentiality – Customers, employers and communities are guaranteed the right to confidential services. Privacy is protected by informing everyone about how their personal information is collected and used while respecting the need for confidentiality and security of personal information.

Mutual accountability – Service providers and Employment Services will offer up-to-date, accurate information and only collect information needed to develop effective outcomes. They will also facilitate clear agreements about expectations, roles, and responsibilities with customers, employers, and communities.



Stratford-Bruce Peninsula
Employment Service System Manager
Customer Service Charter

Approved: January 4, 2023

Feedback can be provided directly to our service providers or to Employment Services through semi-annual customer and employer surveys, annual customer, and employer focus groups, semi-annual community meetings, or at any time through our website at www.employmentbghs.ca.

To meet the timeline requirements of the Employment Services procedures, Employment Services will acknowledge feedback by email or phone within two business days, and will respond within five business days, depending on the nature and complexity of the feedback. If a response cannot be provided within five business days, a reasonable timeline will be provided.

Complaint and Resolution Process for customers, employers, and communities:

All complaints are taken seriously, and Stratford-Bruce Peninsula Employment Services System Manager will deal with complaints promptly, fairly, completely, and courteously.

1. All complaints will be referred to service providers. The impacted service provider(s) will aim to resolve complaints within 30 business days from the date the service provider was first contacted.
2. If the complaint is not resolved, the Stratford-Bruce Peninsula Employment Services System Manager - Regional Manager of Employment Services will aim to resolve the dispute within 30 days from the date a dispute is submitted in writing to them.
3. If the complaint remains unresolved, the Stratford-Bruce Peninsula Employment Services System Manager - Regional Advisory Committee will form a subgroup of Regional Advisory Committee members within ten (10) business days of the complaint referral. The subgroup will aim to resolve the dispute within 30 days of first subgroup meeting. The decision of the subgroup is final, and all parties will be informed in writing by the Stratford-Bruce Peninsula Employment Services System Manager - Regional Manager of Employment Services.

Complaint and Resolution Process for service providers:

1. Service provider complaints will be referred to the Stratford-Bruce Peninsula Employment Services System Manager – Regional Manager Employment Services to be resolved. The Regional Manager Employment Services will aim to resolve the dispute within 30 days of receiving the complaint.
2. If a resolution is not achieved, the Stratford-Bruce Peninsula Employment Services System Manager – Executive Steering Committee will aim to resolve the dispute within 60 days of receiving the complaint.
3. If a resolution is not achieved, the Executive Steering Committee will set up the process for mediation. Parties involved in the dispute will aim to agree upon a mediator with the goal of resolution through the mediation process. Parties involved in the dispute will aim to agree upon a mediator within 15 business days of being notified of next steps. Mediation timelines will be determined based on mediator availability and complexity of issue, with the goal of resolution within 60 days of beginning the mediation process.

No service provider, community, employer, or customer will be penalized for raising complaints, and the Stratford-Bruce Peninsula Employment Services System Manager will ensure accountability and transparency of the decision.

