

Customer Service Standards

The City of Windsor delivers services that are focused on the customer. We value our customers and are committed to providing excellent customer service in every aspect of our business. We strive to meet the following standards with each and every customer and appreciate your feedback.

We will treat you with dignity and respect.

We will treat you fairly while complying with all our policies, by-laws and regulations.

We will ensure our services are accessible for all of our customers.

We will respond to your written correspondence within 3 business days.

We will respond to your telephone correspondence within 2 business days.

We will identify ourselves to you by using our first name and the department in which we work.

We will provide our service in the most cost-effective and timely manner possible.

Windsor – Working to Serve you Better!