

# Customer Service Guarantee

Employment Ontario commits to giving you the assistance and support you need to find and keep a job!



## Work Changes Lives

We are committed to providing the best quality service to our clients that we can. We want you to find and keep a job because we believe in the power of work to change lives for the better.

Together we will create an Employment Action Plan for you based on your skills and experience, what work is available in your area and what you're interested in.

## Getting You Ready

We will support you to become job ready by helping you write a resume, working on interview skills with you and helping you access any other support services you may need.

## Working Around Your Availability

If you can't make a scheduled appointment, let us know as soon as you can. And if something in your life changes that may affect your job search, tell us so that we can provide the support that you need.

## Continued Support

Our support will continue after you find a job to make sure you keep that job. We will work with you and your employer to help you settle in, to provide on-the-job training and/or modifications for your work area, if required.

## Here For You

You can connect with us Monday to Friday from 8:30 AM to 5:00 PM.

If we miss your call, we promise to get back to you within 24 hours and will respond to your e-mail within two business days.

## Client Feedback

We promise to do our best to resolve any concerns you may have with the service you receive. We encourage you to speak to your Employment Consultant or Site Manager, or you can share your feedback with our Centralized Service Centre by:

- phone 1-888-353-8140,
- e-mail [EOPeelFeedback@wcgservices.com](mailto:EOPeelFeedback@wcgservices.com) or
- our website [eoworks.ca](http://eoworks.ca). You will find information here about our feedback and complaints process.

## Privacy and Data

Your privacy is important to us. We will only collect information that will help you find and keep a job. We can only share information about you and your program with your written consent. Our funder also needs this consent to join the program and track your progress for funding purposes.

## Commitment to Quality Services

Our services are regularly checked and audited to be sure we are meeting the highest standards.