

## Customer Service Guarantee

### Getting You Job-Ready

**We will support you to become job ready by:**

- Ensuring you have a resume within the first 2 weeks of working with us.
- Helping you with your job search, applications, and interview skills.
- Bringing job opportunities to you and providing access to hidden job markets through our extensive network and connections.

### Meeting Your Needs

**We will help support your needs by:**

- Aiming to serve you in your first language.
- Scheduling your first appointment within 1 week (with ongoing meetings bi-weekly as needed).
- Helping you identify the right supports by completing an initial assessment over your first 2 attending appointments.
- Scheduling an appointment within 1 week anytime you request support.
- Supporting you if something in your life changes that may affect your job search.

### Working With Your Schedule

**We will remain flexible and work with you and your schedule by:**

- Rescheduling your appointments as your schedule changes. If you can't make a scheduled appointment, let us know as soon as you can.
- Contacting you within 2 working days to reschedule any appointments you miss.
- Being available 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.

### Continued Support

**Our support will continue after you find a job to make sure you keep that job by:**

- Contacting you on your first day of work and end of the week to check in and offer support.
- Working 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.
- Providing free transit cards, work supplies and clothes after starting work for all eligible clients.
- Contacting you every month when you are working to check in and offer support.
- Calling you within 48 hours of us finding out that you have stopped work to discuss immediate actions and offer support.

### 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.**