



WINDSOR REGIONAL  
**Employment Network**  
Windsor-Essex · Chatham-Kent · Sarnia-Lambton

## CUSTOMER SERVICE CHARTER

Windsor Regional Employment Network (WREN) is the Service System Manager for Employment Ontario in Windsor-Essex, Chatham-Kent and Sarnia-Lambton. Led by the Corporation of the City of Windsor and their partner Workforce WindsorEssex, the WREN oversees and supports a wide range of employment programs and services for job seekers, employers and community partners.

The WREN and its Service Provider network within the Windsor-Sarnia Catchment area are committed to providing excellent customer service. We are committed to serving job seekers, community members, employers, and organizations in Windsor-Essex, Chatham-Kent, and Sarnia Lambton. The services provided will be client-centered, responsive, inclusive, and accessible.

The WREN is committed to:

- Treating community members, employers, and service providers with dignity and respect.
- Treating individuals fairly while complying with all required policies, by-laws, and regulations.
- Ensuring our services are accessible for all customers.
- Responding to written correspondence within 3 business days.
- Responding to telephone correspondence within 2 business days.
- Providing our service in the most cost-effective and efficient manner possible.
- Using feedback and data to continuously improve our programs and services.

The WREN and its Service Provider network have detailed customer service guidelines, documentation and tracking mechanisms, and comprehensive performance management systems.

Feedback about our services can be provided directly to any network Service Provider, through our website at [www.wrenetwork.ca/](http://www.wrenetwork.ca/), through annual customer and employer surveys, and through our various community advisory committees.





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## **DISPUTE AND COMPLAINT RESOLUTION INFORMATION**

There are multiple avenues for submitting feedback and/or complaints.

### **FOR COMMUNITY MEMBERS:**

Community members can submit verbal or written complaints to the SSM in a number of ways:

- Online at [www.wrenetwork.ca/contact/](http://www.wrenetwork.ca/contact/)
- Email ([SSM@citywindsor.ca](mailto:SSM@citywindsor.ca))
- Phone (519-969-5644)
- In-person directly with a Service Provider

If the feedback or complaint involves a specific Service Provider, the complaint will be referred to the Service Provider and they will strive to resolve the complaint within 30 business days from the date of contact.

If the complaint remains unresolved in 30 business days, the Manager, Integrated Employment Services will strive to resolve the complaint within 15 business days from receiving notification that it remains unresolved.

If the complaint remains unsolved, the Executive Director, Employment and Social Services will strive to resolve the complaint within 15 business days from receiving notification it remains unresolved. The decision of the Executive Director will be final and communicated to the community member.





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### **FOR SERVICE PROVIDERS:**

Services Providers can submit a complaint by contacting the Manager, Integrated Employment Services, who will strive to resolve the complaint within 30 business days of receipt.

If the complaint remains unresolved, the Executive Director, Employment and Social Services or designate will review the complaint and determine next steps (e.g., mediation, amendments, etc..) in consultation with relevant internal departments. The decision of the Executive Director will be final and communicated to the Service Provider within 15 business days of reviewing the complaint.

The WREN and network Service Providers are committed to reviewing and addressing all feedback that is provided. The WREN will ensure confidentiality, accountability, and consistency in handling all feedback. All complaint information will be documented through the resolution process.

No customer, community member, employer, or Service Provider will be penalized for raising concerns, disputes, or complaints.

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