

# Customer Service and Satisfaction Standards

The County of Los Angeles in conjunction with partnering agencies is working to achieve the following customer service and satisfaction standards in support of improving outcomes for its customers.



## **PERSONAL SERVICE DELIVERY**

The service delivery team – staff and volunteers – will treat customers and each other with courtesy, dignity, and respect.

- Introduce themselves by name
- Listen carefully and patiently to customers
- Be responsive to cultural and linguistic needs
- Explain procedures clearly
- Build on the strengths of the customer

## **SERVICE ACCESS**

Service providers will work proactively to facilitate customer access to services.

- Provide services as promptly as possible
- Provide clear directions and service information
- Reach out to the community and promote available services
- Involve and communicate with customers about service plan development
- Follow-up to ensure appropriate delivery of services

## **SERVICE ENVIRONMENT**

Service providers will deliver services in a clean, safe, and welcoming environment, which supports the effective delivery of services.

- Ensure a safe environment
- Ensure a professional atmosphere
- Display vision, mission, and values statements
- Provide a clean and comfortable waiting area
- Ensure privacy
- Post complaint and appeal procedures

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October 2005