

Condominium Authority of Ontario

Client Service Policy

1.0 Purpose

In accordance with our commitment to provide a safe and respectful environment for the communities we serve and for our employees, the CAO's Client Service Policy sets out the code of conduct and service standards that clients can expect from CAO when interacting with our staff. It also outlines client expectations and provides information on procedures CAO will follow when we encounter aggressive or abusive language or behaviour from clients that is not acceptable.

For information on our commitment to delivering accessible client, services, please [visit our website](#).

2.0 Definitions

- a) "Condo Authority" means the Condominium Authority of Ontario
- b) "Condo Authority Services" means all information, resources and digital services, for example, website content, director training program, guides, tribunal system and operations, condo returns, etc.
- c) "Deputy Registrar" is responsible for the Condo Authority's Complaints Policy and administration of the processing of the complaints
- d) "Staff" means a current employee of the Condominium Authority of Ontario at the time of the conduct described in the complaint

3.0 Background

Launched in September 2017, the Condo Authority remains focused on our vision for a strong and vibrant condominium sector in Ontario. Condo Authority supports owners through consumer protection and strives to engage and empower condominium communities throughout the province with its digital service delivery model, which provides users access to information, education and dispute resolution.

4.0 Service Hours and Standards

CAO Service Hours & Standards

Our standard operating hours are Monday – Friday from 9am-5pm EST.

The standards listed below will help you understand what you can expect when communicating with us.

Service	Standard Response Time
Phone Calls	75% of calls answered within 2 minutes
Contact Us Requests	5 business days

CAO may require that the Information Services staff attend various professional development events during normal business hours. In these instances, Clients will be notified on CAO's website or via our toll-free phone number. Please note that higher than expected volumes may result in longer wait times.

5.0 Service Policy

A. Staff Code of Conduct

CAO staff are expected to:

- Act professionally, with integrity, objectivity, and equity
- Treat all individuals in a respectful, non-judgmental way
- Listen to clients and understand their inquiries
- Ensure that clients have clear and accurate information in order to make informed decisions
- Keep up to date on the Condo Act and its regulations, as well as internal materials and policies

CAO staff will not:

- Discriminate against any individual or group of individuals
- Engage in violent, abusive or harassing behaviour
- Impose personal beliefs or standards on others
- Become involved in a client's personal life beyond their professional function
- Have personal relations or accept gifts and/or services from current or former clients

B. Client Service Expectations

Clients can expect to:

- Receive a response within the prescribed timelines
- Receive clear information about the Act
- Be treated objectively and with respect
- Receive service in Canada's official languages (English and French)
- Provide feedback on CAO's services

Clients are expected to:

- Treat CAO staff in a respectful manner
- Understand and accept CAO's existing mandate
- Communicate appropriately with CAO via the proper channels
- Refrain from engaging in violent, abusive or harassing behaviour
- Refrain from using inappropriate language

6.0 Non-Compliance

Any violation of this policy and/or any other CAO policy may result in CAO taking measures to protect its employees, including, but not limited to:

- Requiring alternative communication methods with clients
- Discontinuation of service
- Communication with authorities

Examples of unacceptable interactions are as follows:

- Intimidating, abusive, violent, or discriminatory language or behaviour
- Multiple and/or excessive demands regarding the same or related issues
- Blaming CAO staff for issues in the condo community
- Demanding CAO staff provide services outside of our mandate
- Refusal to accept that an issue falls outside the scope of CAO's legislative jurisdiction