



CUSTOMER SERVICE STANDARDS

- Written and telephone communications shall be polite and professional at all times; staff should seek to solve problems rather than refer on whenever possible.
- Telephone call and email response time goaled to same business day/next business day.
- Public record requests shall be answered and responded to promptly.
- Conduct Rule review and promulgation activities to promote stakeholder input and involvement
- Emphasize compliance over enforcement
- Fairness in enforcement process; demonstrate respect for rights of licensees and interests of consumers
- Take positive steps to increase access to care, workforce diversity and cultural competence in the orthotic, prosthetic and pedorthic care community.

(for review meeting of December 9, 2014)