



Last updated: December 1st, 1998

Policies - Our Service Commitment

Our service commitment is:

- Within five working days of receiving their enquiries, we contact clients to tell them when we can respond or if we need to refer them to a third party.
- We treat all requests confidentially.
- All of our trade offices abroad provide six core services.

Guidelines:

1. You don't need to perform the service in five days, but do so if you can! You need to at least acknowledge receipt of the client's request in five days and tell him or her when you will provide the service.
2. Respond to the client in the official language of the original enquiry (English or French).
3. Advise the client beforehand if information is not available in the language of his or her choice (English or French).
4. Don't hesitate to use MITNET (Foreign Affairs telephone service) to call the client and clarify his or her expectations.
5. If you receive a request that falls outside your responsibility, always refer the company to the appropriate services in Canada or to a local contact.
6. Respond to clients in the same medium as the one they used in their request (e.g., phone, fax, letter, e-mail).
7. In countries where we do not have offices, you may not be able to provide a requested core service. Inform the client if this is the case.
8. Browse the WIN Client Management System to see other services received by the company.
9. Look up the company's Web site for more information.
10. Encourage clients to use the feedback line (1-888-306-9991) to the Trade Commissioner Service in Ottawa to provide suggestions for improving service delivery.

What's New

Our Role

Client Management

Client Policies

Services to businesses

Services to Partners

Additional Services

Post Support: People

Post Support: Tools

Discussion

Français