

# Qalipu Mi'kmaq First Nation Band

## Member Service Standards

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As a member you are entitled to expect high quality service that is responsive to your needs and provides efficiency.

### **Our Mission Statement is:**

**“The Qalipu Mi'kmaq First Nation exists to achieve the advancement of our people.”**  
***“We accomplish this through being spiritual, accountable professional and progressive.”***

The member service standards are centered on the following principles of member service: standards; openness; accessibility; and accountability.

### **Standards**

- We will be courteous and treat you with respect every time you contact us.
- The information you provide to us is protected.
- Inquiries by letter will receive a reply within 15 business days of the date we receive your inquiry. If for any reason we cannot reply within that time frame, we will acknowledge your letter and advise you of the length of time it will take before we are able to respond to your questions fully.
- Inquiries by e-mail or fax will receive a reply within 3 business days of the date that we receive your inquiry. If for any reason we cannot reply within that time frame, we will acknowledge your communication and advise you of the length of time it will take before we are able to respond to your questions fully.
- Inquiries by telephone, we endeavor to answer all telephone calls, however, at times this is not possible. Please leave a message, we will respond to your request within 4 hours.
- When you visit the Qalipu Mi'kmaq First Nation's Band office, a member of our staff will serve you promptly.
- Some special requests may require action from council. If this is the case, we will give you an explanation and an estimate of time required to make a decision.

### **Openness**

- When you visit the Qalipu Mi'kmaq First Nation Band Office, the staff member who takes care of your needs will identify themselves by giving you their full name.
- When you telephone our office, we will identify ourselves by giving you our full name.

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- Information on how to contact our departments is listed on our website and voice mail directory.
- Our correspondence will be easy to understand, and, unless you receive a computerized notice, the person writing you will give you his or her full name.

### **Accessibility**

- When you telephone us, we will return your call.
- When you e-mail us, we will respond to your e-mail.
- When visiting us, you will be assisted within 5 minutes of your scheduled appointment.

### **Accountability**

- If things go wrong, at the very least you are entitled to a full explanation and an apology.
- A Service Assessment Survey form is available in our office, and on our website, for you to tell us how we did and how we can improve our service.
- Our aim is to provide the highest standard of service to our members. If at any time you feel that your needs have not been met and you are not satisfied with our service, you may contact:

Janet McAuley  
Office Manager  
[jmcauley@qalipu.ca](mailto:jmcauley@qalipu.ca)  
tel: 709-634-2837 fax: 709-639-3997

The member service standards are published on our website, in our membership material, and are contained in our staff orientation in order to communicate these standards to our members and to reinforce them with our employees. There is a clear presumption that our service will progressively improve as our operations become more efficient. The plan will be reviewed and updated periodically as we gain more experience with it and as we compare our service to member service standards (and benchmark our service to that of other service-focused associations).

For more information on the association and its programs, visit our website at [www.qalipu.ca](http://www.qalipu.ca). You can contact us by telephone at (709) 634-0996 in Newfoundland.

# Service Assessment Survey

## Qalipu Mi'kmaq First Nation Band

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**1. In thinking about your most recent experience with Qalipu Mi'kmaq First Nation Band, how was the quality of service that you received?**

- Superior
- Very Satisfactory
- About average
- Somewhat unsatisfactory
- Very poor

**2. If you indicated that the service was unsatisfactory, would you please describe what happened?**

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**3. The process for getting your concerns resolved was:**

- Superior
- Very Satisfactory
- About average
- Somewhat unsatisfactory
- Very poor

**4. Would you please take a few minutes to describe what happened?**

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**5. The following questions pertain to the service representative you spoke with most recently. Please indicate whether you agree or disagree with the following statements:**

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The service representative was very courteous	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The service representative handled my call quickly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The service representative was very knowledgeable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

# Service Assessment Survey

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**6. The following questions pertain to the process by which your most recent service was handled. Please indicate whether you agree or disagree with the following statements:**

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The waiting time to have my questions addressed was satisfactory	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My phone call was quickly transferred to the person who could best answer my question	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The automated phone system made the service experience more satisfying	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**7. About how long did you have to wait before speaking to a representative?**

- I was taken care of immediately
- Within 3 minutes
- 3-5 minutes
- 5-10 minutes
- More than 10 minutes

**8. Did our representative...**

- Quickly identify the problem
- Appear knowledgeable and competent
- Help you understand the cause and solution to the problem
- Handle issues with courtesy and professionalism

**9. How many times did you contact Qalipu Mi'kmaq First Nation Band before your problem was resolved?**

- Once
- Twice
- Three times
- More than three times

# Service Assessment Survey

## Qalipu Mi'kmaq First Nation Band

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Thank you for taking the time to complete our survey. If you would like to be contacted regarding the service that you received please supply your contact information below.

Name: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

\_\_\_\_\_

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