

Approval Required: (check box) <input type="checkbox"/> Commissioners (Policy) <input checked="" type="checkbox"/> Executive Director <input checked="" type="checkbox"/> Director	Approved By: ___Draft version for review_____ Executive Director	Approval Reference: (if applicable) Effective Date: 4/1/16
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I. PURPOSE

The Port is committed to promoting the vision, mission and values of the Port of Port Angeles and to delivering the standards of customer care contained in this policy.

A customer is anyone who comes into contact with the Port of Port Angeles and includes: current and potential tenants, members of the public, stakeholders, media, suppliers, contractors, Port employees and the Board of Commissioners.

II. POLICY

The Port of Port Angeles’ customer care objectives are to be responsive to all questions and inquiries in a friendly, respectful, responsive and professional manner. To demonstrate that customer satisfaction is one of the Port’s top priorities, the Port of Port Angeles will;

- Ensure that all contact with the Port of Port Angeles is met with the highest standards, demonstrating professionalism and courtesy at all times through personal presentation and daily interactions with customers, visitors, and co-workers.
- Greet customers in a professional and welcoming manner, being respectful of them and their time, and being responsive to their request(s).
- Respond to all customer communications including email, voicemail, and letters in a reasonable timeframe.
- Acknowledge receipt of customer emails within 2 business day with answers or estimate of when answers will be available.
- Utilize out of office automatic email replies when out of the office for extended time periods.
- Provide clear and efficient lines of communications to all customers.
- Where appropriate, explore alternatives and look for creative solutions to customer needs.
- Keep customer information in the strictest of confidence.
- Actively promote customer feedback, listen and respond accordingly and monitor standards.
- Provide suitable and adequate staff training to ensure the highest levels of customer care.

- Continuously work to improve Port knowledge of customer businesses and their needs.
- Encourage customers and the local community to engage with the Port of Port Angeles.
- Exceed customers' expectations and encourage repeat engagements.
- Sincerely thank customers for doing business with the Port of Port Angeles.
- Provide timely, accurate and transparent information about our work and the Port of Port Angeles.
- Strive to be an example in the public sector, Clallam County and port industry for excellent customer care.

A. Customer Care Feedback

If a customer wishes to contact the Port of Port Angeles regarding matters about the service the Port has provided, they should contact the head of the relevant department in person, in writing, by phone or email. Contact information for all departments and staff is available on the Port of Port Angeles' website and from calling our main phone number at (360) 457-8527.

Customers may also provide feedback online at: www.portofpa.com/CustomerCare, over the phone by calling (360) 457-8527 or by writing a letter and sending it to:

Port of Port Angeles
PO Box 1350
Port Angeles, WA 98362

The Port of Port Angeles annually requests feedback from its customers through surveys and the staff encourages verbal feedback at any time. The Port will monitor its standards of service through evaluation of customer comments, complaints and surveys.

The Port of Port Angeles annually meets with stakeholder groups representing different user groups and business lines. They are invited to discuss all aspects of the Port's work and any implemented changes and improvements made to our customer care procedures.

B. Complaint Review

While the Port of Port Angeles takes great care to ensure it provides all its services efficiently, courteously and to a high standard, the Port recognizes that a customer may not be satisfied and may want a more formal review of their particular situation. In order for the Port to understand the customer's concern and use it as a means to improve its standards of service, the Port request that all formal complaints be submitted in written

form and directed to the Executive Director or the person they feel can best respond to the concerns. The Port will acknowledge all written complaints and provide an initial response within 5 business days of receiving the letter. If additional time is needed for investigation it will be explained in the initial response. In the event a customer and Port staff are unable to resolve an issue, the customer may request Commission review for final determination.

Any action taken that will affect members of the Port staff as a result of a customer complaint will be conveyed to all involved parties before a response is given to the customer.

C. Public Records Act

The Public Records Act, Chapter 42.56 RCW, requires the Port of Port Angeles to make identifiable, non-exempt public records available for inspection and copying upon request. The Port of Port Angeles' Public Records Policy provides the public full and timely access to information concerning the conduct of government, mindful of individuals' privacy rights and the desirability of efficient administration.

To that end, the Port's Customer Care Policy shall, in no case, supersede or alter the provisions and procedures of the Port's Public Records policy. In addition, any written customer complaint document may be subject to the disclosure requirements of Washington's Public Records Act, Ch. 42.56 RCW.

D. References

Public Records Policy