



CONESTOGA

CONESTOGA CAREER CENTRE

CUSTOMER SERVICE CHARTER FOR EMPLOYMENT SERVICES

Who we are

Conestoga's Career Centres provide employment and career services to the general public.

Our mission is to support individuals in reaching their employment, career and academic goals and to respond to employers' recruitment and training needs.

Our service commitment to you

We believe in quality service and care about your success and personal experience. Our friendly, respectful and knowledgeable staff will:

- be helpful and accessible
- listen to you
- support and work with you to address your individual needs and achieve your goals
- provide information that is clear, accurate, and easy to find

How you can help

- provide timely, complete and accurate information
- ensure we have your most recent contact information
- treat our staff, fellow patrons, and centre with courtesy and respect
- honour your commitments with us
- provide us with feedback

Comments and concerns

We encourage your feedback, both positive and constructive. If you have concerns about our service, please speak with a staff representative. If you require further assistance, please contact the program manager. You will receive an acknowledgement within 2 business days and a response within 5 business days. Your privacy will be respected and protected.

Program manager:

Associate Director Employer Engagement and Career Centre:

Sherri Tryon

stryon@conestogac.on.ca

548-889-0446

If the program manager is unable to resolve your concerns, contact the Executive Director:

Stephanie Rosse,

srosse@conestogac.on.ca

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