

# Service Charter

Our Commitment to Canadians



Service  
Canada 

SC-200-07-06

1 800 O-Canada

[servicecanada.gc.ca](http://servicecanada.gc.ca)

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# Welcome to Service Canada

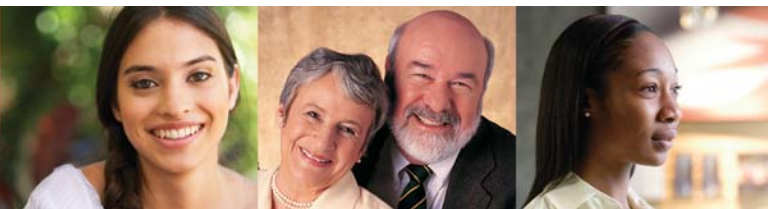
Service Canada helps Canadians access the full range of government programs and services they want and need. It improves the delivery of federal government services to citizens.

Service Canada provides:

- Easy access to government programs and services;
- Choice in how you access these services; and,
- Respectful and individual service.

This Service Charter describes our service commitment to Canadians. It explains what you can expect from us and how you can provide feedback on the quality of our service.

We are here to help you.



## Who We Are

Our goal is to provide Canadians with one-stop, easy-to-access, personalized service. Service Canada brings Government of Canada programs and services together in a single service delivery network.

You can access services however you choose, by phone, Internet, mail or in person.

Service Canada has over 22,000 staff dedicated to serving Canadians. We have 325 centres in communities throughout the country, the national 1 800 O-Canada call centre, a range of online services offered through [servicecanada.gc.ca](http://servicecanada.gc.ca), as well as outreach and mobile services.

Service Canada also works in collaboration with other federal departments and other levels of government to explore innovative and efficient ways to serve Canadians better.

As we evolve, we will listen to, anticipate and respond to the changing needs of Canadians.



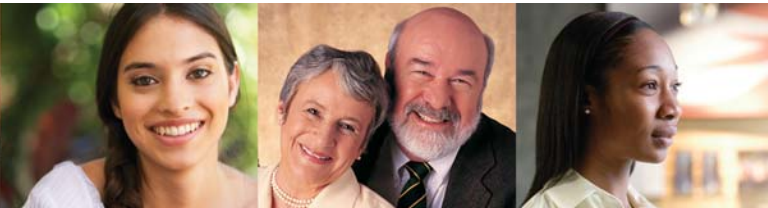
# Our Commitment to You

We help you by making it easy to access government services. We provide you with:

- Choice in how to contact us;
- Information that is easy to understand; and,
- Service in the official language of your choice.

We offer you personalized service. We will:

- Explain the things you need to know and make clear what you need to do;
- Be helpful and respectful of your needs;
- Give you the service you need or guide you to others who can help you;
- Let you know when to expect a decision and, if you qualify for a financial benefit, when you will receive your first payment; and,
- Acknowledge any mistakes we make and take corrective measures.



# Our Promise to You

You have the right to:

- Fair and unbiased service;
- A clear explanation of our decisions;
- The review of any decision; and,
- Security of private information.

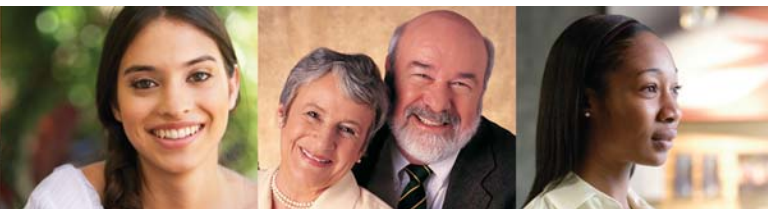


## How to Reach Us

Through the Service Canada network, Canadians can receive the help they need when they want, where they want and how they want:

- **CALL**            1 800 O-Canada  
                          (1-800-622-6232)  
                          TTY 1-800-926-9105
- **CLICK**            [servicecanada.gc.ca](http://servicecanada.gc.ca)
- **VISIT**            Service Canada Centres

At Service Canada, you choose.



# Call 1 800 O-Canada (1-800-622-6232)

One toll-free number offers you quick and easy access to all Government of Canada services.

Helpful bilingual agents are available to provide timely and accurate information from 8 a.m. to 8 p.m. local time, Monday to Friday.

For questions about all Government of Canada services, including pensions and employment, Social Insurance Numbers and passport applications, 1 800 O-Canada (1-800-622-6232) is ready to answer your call.

We also offer TTY, or teletypewriter service (a telecommunications device for hearing- and speech-impaired persons), at 1-800-926-9105.

A list of the frequently requested Government of Canada contact numbers is also provided at the end of this publication.



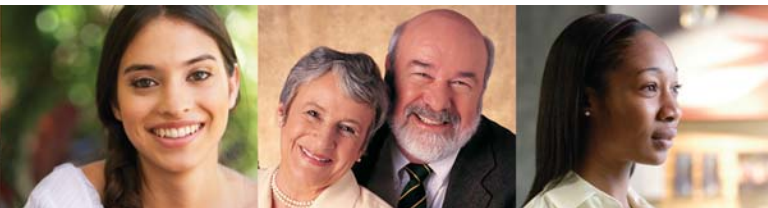


## Click [servicecanada.gc.ca](https://servicecanada.gc.ca)

At [servicecanada.gc.ca](https://servicecanada.gc.ca), you can find information on topics for seniors, youth and families, apply for programs and benefits electronically, or find a list of Service Canada Centre locations near you. You can find information by subject, by department or alphabetically. You decide!

It's fast and simple. Explore [servicecanada.gc.ca](https://servicecanada.gc.ca) and let us know what you think.

Over time, new and improved services designed to make accessing government easier and faster will become available.



# Visit Service Canada Centres

We are happy to serve you in person at one of our many Service Canada Centres, through our outreach and mobile services, or through one of our community service partners.

For all of our services:

- Our staff will greet you in a friendly and respectful way.
- If you request an appointment, we will make the necessary arrangements.
- If you have an appointment, we will see you on time.
- If you do not have an appointment, we will see you as soon as possible.

Locations of our Service Canada Centres can be found at [servicecanada.gc.ca](http://servicecanada.gc.ca) or by calling 1 800 O-Canada (1-800-622-6232) or TTY 1-800-926-9105.



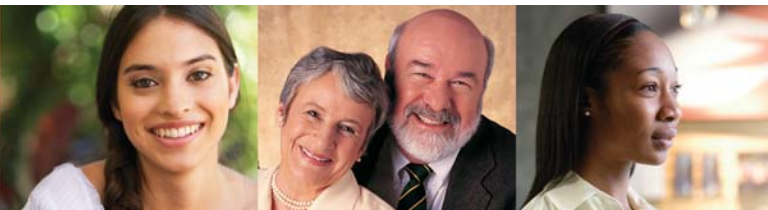
## Help Us to Serve You Better

At Service Canada, we are always looking for ways to improve our service. We value and welcome your input.

We welcome any positive comments, but it is also important for us to know when you have a problem so we can resolve it.

We regularly ask people what they think of our service through focus groups and satisfaction surveys. This information is used to improve our service and the way we help you.

Anyone can give feedback. You can submit it on behalf of yourself, an organization or someone you represent.



# The Office for Client Satisfaction

The Office for Client Satisfaction:

- Manages suggestions, compliments and complaints;
- Helps ensure that decisions are fair, open and transparent; and,
- Identifies areas for improvement in processes and procedures to make us more responsive and equitable.

The Office for Client Satisfaction will look at suggestions, compliments and complaints so we can improve our service to you.

Your feedback will be given careful attention, and we will respond promptly and fully. Suggestions will be considered for implementation. Complaints will be reviewed and resolved.

The Office for Client Satisfaction does not replace existing program reconsideration or appeal processes. It provides an additional route for citizens and partners to present suggestions, compliments or complaints.



## How to Reach the Office for Client Satisfaction

You can reach us online at [servicecanada.gc.ca](https://www.servicecanada.gc.ca), by phone at 1-866-506-6806 (TTY at 1-800-506-6803), by fax at 1-866-506-6802, or by completing the form attached to this publication.

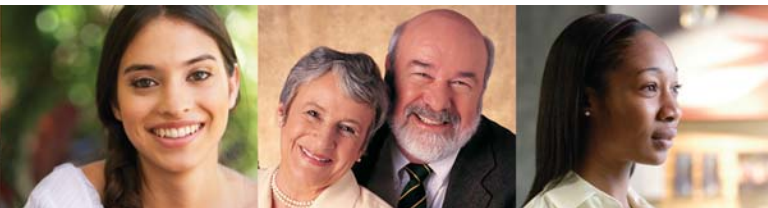
We will acknowledge your feedback so you know we are dealing with it.

If you have made a complaint, we may need to ask you for more information to help us respond promptly and fully.

The Office for Client Satisfaction will help you find the most appropriate route to deal with your concern.

Information you provide will be subject to the *Privacy Act*.

We will call, write or e-mail you with our response. We will give you reasons for any decision and inform you of any further action you may have to take.



# Office for Client Satisfaction Feedback Form

To submit a suggestion, compliment or complaint using this form, please:

- state your feedback as clearly and concisely as you can;
- send us copies (not originals) of supporting documentation and quote any reference numbers.

We will confirm receipt of your feedback within 24 hours and reply within 7 working days.

Comments can also be provided through our toll-free number at 1-866-506-6806 or TTY at 1-800-506-6803, by fax at 1-866-506-6802, or online at [servicecanada.gc.ca](http://servicecanada.gc.ca).

We will confirm receipt of your feedback within 24 hours and reply within 7 working days.

FULL NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ PROV \_\_\_\_\_ POSTAL CODE \_\_\_\_\_

PHONE NUMBER(S) \_\_\_\_\_

E-MAIL \_\_\_\_\_

**DETAILS OF YOUR FEEDBACK** (attach a separate sheet if necessary)

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**WHAT DO YOU THINK SERVICE CANADA SHOULD DO?**

(attach a separate sheet if necessary)

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SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

Please send Feedback Form to:

**Office for Client Satisfaction  
140 Promenade du Portage  
Mail drop 118  
Gatineau QC K1A 0J9**

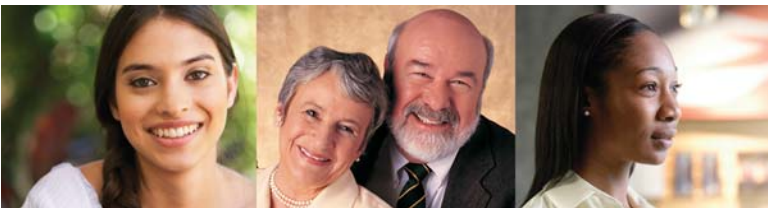
This information will help us investigate your feedback. We will keep your personal information private. There may be circumstances when your personal information will need to be given to others in order to follow up on your issue. If you do not wish us to do this, please check here . This may inhibit our ability to fully look into your issue. We will collect, manage, use and disclose personal information as per the requirements of the *Privacy Act*.

# Frequently Requested Government of Canada Contacts

One toll-free number offers you quick and easy access to all Government of Canada services.

**1 800 O-Canada (1-800-622-6232)**  
**TTY 1-800-926-9105**

Canada Student Loans Program	1-888-815-4514
Child Tax Benefit	1-800-387-1193
Education Savings Grants	1-888-276-3624
Employment Insurance (EI)	1-800-206-7218
Immigration	1-888-242-2100
Passports	1-800-567-6868
Pensions (including Disability)	1-800-277-9914
Social Insurance Number	1-800-206-7218
Taxation	1-800-959-8281
Veterans	1-866-522-2122
Youth Employment Strategy	1-800-935-5555



## For more information

- CALL** 1 800 O-Canada  
(1-800-622-6232)  
TTY 1-800-926-9105
- CLICK** [servicecanada.gc.ca](http://servicecanada.gc.ca)
- VISIT** Service Canada Centres

This publication is also available in alternative formats such as large print, Braille, audio cassette, and on computer diskette by calling 1 800 O-Canada (1-800-622-6232), TTY 1-800-926-9105. Requested documents are automatically produced in the format selected and mailed directly to the caller.

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Canada 

