



Service Charter

Our Commitment to Canadians



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, 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:

CLICK servicecanada.gc.ca

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

VISIT Service Canada Centres

At Service Canada, you choose.

Click servicecanada.gc.ca

At **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 and let us know what you think. Over time, new and improved services designed to make accessing government easier and faster will become available.

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.

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 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 (OCS) is a neutral organization that receives, reviews and acts on suggestions, compliments and complaints regarding the delivery of service offered by Service Canada. The OCS ensures that your feedback and/or issue is dealt with in a fair, timely manner and is personally acknowledged within 24 hours of receipt, given due diligence, dealt with in a fair manner, and addressed within 7 working days (in most cases).

In the case of a complaint, the OCS is the place to contact if you have first tried to resolve your issue(s) with the responsible Service Canada representative, supervisor, or manager whenever possible. Visit www.servicecanada.gc.ca/ocs for more information.

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

CLICK servicecanada.gc.ca

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

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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