

Service Standards

What you can expect from your local HRLE Office

Access to Service

- Office hours are 8:30-4:30, Monday-Friday; however summer hours are 8:30-4:00 and are in effect from mid June to early September;
- You can obtain information or arrange to receive services by phone, mail or in person;
- If you call us, you will speak to a staff person or you may leave a message providing the reason for your call. We will respond by the end of the next working day;
- When you correspond with us by mail, email or fax we will respond within two weeks. Whenever possible the response to you will be by phone, so it is important to identify your needs clearly to help us serve you in a timely manner. Correspondence mailed should be sent to the Document Processing Center, PO Box 8790, St. John's, NL, A1B 5E4;
- When contacting one of our offices for emergency assistance, identify your needs clearly so we can serve you in a timely manner;
- If you require services that we do not provide, we will direct you to the appropriate department or agency;
- Most of our offices are physically accessible. Where they are not, staff will arrange to meet with you off-site at a location that is mutually agreeable;
- Upon receipt of all necessary personal information and completion of the assessment, you will be advised of your eligibility for services;
- Many of our financial services are available by cheque or electronic deposit; and
- **If you are not eligible**, you will be given an explanation and information regarding the appeal process. If your circumstances change, you may wish to reapply based on these changes.

Confidentiality

In accordance with the Access to Information and Protection of Privacy Act, we will respect your personal privacy and ensure the confidentiality of the information you provide. A fact sheet titled "Your Personal Information" explains why we need this information, how we gather it, how we keep and secure it, and your rights and responsibilities concerning your personal information.

Complaints Procedure

If you are not satisfied with the service you receive through any of our district offices, there are several things you can do:

- Contact a program supervisor, district manager or regional director. Their names and telephone numbers can be found on our website at www.gov.nl.ca/hrle or can be requested from any of our staff;
- Contact the Regional Enquiries Coordinator for your region:
Western: 1-866-417-4753 or 637-2917
Central: 1-888-632-4555 or 292-4101
Avalon: 1-877-729-7888 or 729-7885

All inquiries for Labrador would go through the Happy Valley office at 1-888-773-9311 or 896-8846. You may also contact the Provincial Coordinator of Enquiries at 729-2478 who will provide guidance and direction on your concerns; and

- You will receive a response within 24 hours.

Appeals

You have the right to appeal if you are not satisfied with a decision. There is an appeals process in place for this purpose. There is a fact sheet available at your district office, on our website, www.gov.nl.ca/hrle or by calling and requesting it. This fact sheet provides details on the appeal process.

How You Can Help

Promptly give us complete and accurate personal information that we need to determine if you are eligible for our services.

- Keep appointments that you have scheduled with us. If you cannot make an appointment, or you are going to be late, please let us know so that we can use this time to service others;
- We value your opinion. We review our Service Standards regularly and your comments and suggestions are very helpful in ensuring we offer a high standard of service.

There are further fact sheets available which provide information on the Department of Human Resources, Labour and Employment's programs and services.

You can access these on our website, www.gov.nl.ca/hrle or by phoning your district office to have them mailed to you.