



Customer Bill of Rights

The Chicago Cook Workforce Partnership (The Partnership) is committed to providing all customers with quality, professional services as well as a clean, safe and comfortable environment. The Customer Bill of Rights exists to assist customers with having an optimal experience. The Partnership believes every customer has the right to obtain services and assistance that is inclusive, accommodating, and conducted in a professional manner. The Partnership established this Customer Bill of Rights to demonstrate our commitment to providing:

- **Equal Opportunity:** Each customer has the right to receive services regardless of their age, ancestry, color, creed, gender identity and expression, genetic information, marital status, disability, national origin, race, religion, sex (including pregnancy, childbirth and related medical conditions, sex stereotyping, transgender status and other identity), political affiliation or belief.
- **Accessibility:** The Customer has the right to services and resources that are easily accessible for individuals with a disability.
- **Professionalism:** The Customer will be treated professionally and fairly during every interaction, transaction, and communication with our staff.
- **Courtesy and Respect:** The Customer should always be treated with courtesy and respect.
- **Timely Service:** The Customer will receive assistance in a timely and equitable manner.
- **Quality Assistance:** The Customer will receive assistance from knowledgeable, competent and skilled staff.
- **Quality Service:** The Customer has access to an array of high level and in demand workforce services that will help the Customer accomplish their employment and career objectives.
- **Service Referrals:** If a Customer's interest is not within our scope of services, staff will provide a thorough explanation and, refer to available alternatives including connections to other resources.
- **Accountability:** Our staff will take responsibility for their interactions with the Customer. If our staff makes a relevant mistake, the mistake will be acknowledged and addressed appropriately.
- **Customer Satisfaction:** We believe that our Customer comes first. Your feedback is a critical component of delivering a great experience.
- **Grievance Resolution:** The Customer has the right to express concerns and issues regarding their services and experiences. In the event of dissatisfaction with the action taken by the staff and management, you have a **Right to File a Complaint** with the Chicago Cook Workforce Partnership's Grievance/Equal Opportunity Officer, Gladys Hall at ghall@workforceboard.org. Should you have any questions, please contact the agency Manager or the Chicago Cook Workforce Partnership's Grievance/ Equal Opportunity Officer, Gladys Hall, at (312) 603-7083 or via email.

We ask our customers to:

- Treat our staff with courtesy and respect.
- Accept and follow all program procedures.
- Demonstrate patience during your interaction with our staff.
- Keep scheduled appointments.
- Communicate with staff if you need to cancel/reschedule an appointment.

A copy of the **Customer Bill of Rights** is available at the receptionist's desk and in the Resource Room.

