



The Halton Resource Connection

Declaration of Quality Service

The Halton Resource Connection (THRC) and its employees are committed to delivering quality services. When you seek services, you will know what level of service to expect through the specific service standards of each program area. We aim to ensure your satisfaction, abiding by the following principles:

accessible, dependable and timely

We want to be approachable and easy to reach and do business with.
Our priority is to provide dependable, prompt and accurate service
with your convenience in mind.

clear and open

We will explain the services available and any fees associated with them.
We will clearly explain the guidelines of the services/programs that apply to you.
We will identify who is serving you and if required, who is in charge.

responsive and respectful

We will provide excellent customer service.
We will treat you courteously, recognizing your distinct needs.
We will respect your rights, privacy and safety.

good value

We are committed to delivering and demonstrating good value
and as such, quality services will be provided
as efficiently and economically as possible,
based on integrity and sound judgment.

committed to improvement

We will regularly seek your views on what works well and what needs to be improved.
Where we have made a mistake, we will correct it based on our published service standards
We will make it easy for you to make a suggestion.
Your suggestions represent our opportunity to improve.