

# Service Policy

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Our policy is to treat clients and the public accessing our services with respect. We expect to be treated likewise.

Horton Ventures Inc office provides services to unemployed people in the 100 Mile House area and we are proud of the quality of the services we provide. We endeavor to provide our clients with professional courteous service in a timely manner. If a client has a concern or complaint about the service of any staff member of Horton Ventures Inc they should follow the following communications protocol:

**Step 1:**

Discuss the service issue with the staff member in a calm and respectful manner and try to resolve the issue. If a resolution cannot be reached then proceed to step two.

**Step 2:**

Contact the Facility Manager and discuss the matter with him/her. Provide the manager with a written statement of complaint. The Facility Manager will investigate the complaint and make every effort to resolve the situation in a timely and satisfactory manner. If the matter is not solved in a satisfactory manner proceed to the third and final step.

**Step 3:**

Contact

Anny Horton, President & CEO  
Horton Ventures Inc  
250-395-8457

Furthermore we expect that clients accessing our services will treat our staff with courtesy and respect. Our staff realize that being unemployed can be a frustrating experience and they understand this frustration. However, this does not give people permission to take out their frustrations on any of the staff members at the Horton Ventures Inc office.

We are not a government office but follow directives under contracts we hold with the provincial government.

***We have the right to refuse services to clients or the public that are perceived to be a threat to staff or those using our facility. We also have a right to refuse services to clients and the public that are disrespectful and/or verbally abusive.***