



# Customer Service Policy

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## LANDSCAPE CONTRACTORS BOARD

### Policy Access and Contact

This policy is available on the LCB website at [Oregon.gov/lcb](http://Oregon.gov/lcb)

For questions or concerns regarding this policy, contact the LCB Administrator at 503-967-6291 x224, or [annie.vondomitz@lcb.oregon.gov](mailto:annie.vondomitz@lcb.oregon.gov)

### Purpose and Scope

This policy establishes guidelines to:

- Ensure meaningful, accessible, and responsive communication with LCB licensees, consumers, and business partners
- Drive continuous improvement in LCB's ability to communicate, problem-solve, and provide information and resources to all interested parties

### Core Definitions and Customer Service Philosophy

**Customer:** Any individual who interacts with LCB, including: licensees, license applicants, landscape construction consumers, complainants, members of the public, trade associations, small business community groups, other governmental agencies

**Customer-Facing:** A State-occupied location open to the public.

**Customer Service:** Timely, accessible, equitable, and responsive support-based interactions between LCB and customers. Quality customer service at LCB means:

- Responding within established timeframes
- Providing accurate and helpful information
- Treating all customers with respect and professionalism
- Following through on commitments
- Seeking solutions to customer needs

**Professional Workplace Communication:** All LCB communications must be:

- Respectful and courteous
- Clear and concise
- Free from discriminatory language
- Aligned with Oregon state government values
- Solution-oriented
- Timely and responsive

### Accessibility and Universal Access

#### ADA and Digital Compliance

LCB ensures accessibility by complying with:

- Americans with Disabilities Act (ADA)
- Enterprise Information Systems' (EIS) E-Government Guidance: [Enterprise Information Services : E-Governance Guidance : Shared Services : State of Oregon](#)

- DAS Customer Service Policy: [107-001-040.pdf](#)

### **Language and Communication Options**

- Language interpretation services are available in Spanish
- Multiple communication methods offered:
  - Phone
  - Video calls
  - Email
  - Webform submissions
  - Written correspondence
  - In-person services
  - Self-service licensing, application, consumer complaint portals

### **Operating Hours and Location Information**

- Minimum 8 hours daily in-office availability for customer-facing services. When this is not possible (due for example during a staff shortage or a rare all-staff meeting) a notice will be placed on the LCB website and at the physical office location.
- Office location and hours are displayed on all pages on the website
- Complete contact information maintained on website including:
  - All staff phone numbers and email addresses
  - Office physical address
  - Mailing address
  - Fax number
  - Operating hours
  - Instructions for scheduling appointments

## **Performance Standards and Monitoring**

### **Response Time Requirements**

1. All customer communications will be acknowledged within one business day, including:
  - Voicemail
  - Email (including web messages)  
This does not include phishing and spam interactions
  - Text messages
2. Staff Availability Protocol:
  - Out-of-office notifications required when absent more than 4 hours
  - Automatic email replies must include:
    - Expected return date/time
    - Alternate contact name
    - Alternate contact phone and email
  - Voicemail greetings must be updated with:
    - Expected return date/time
    - Alternate staff contact information
    - Call forwarding enabled when possible
3. Mail Processing:
  - Daily mail check and processing (excluding holidays)

### **Website Management**

- Contact information updates within 3 business days
- Closure notifications posted in advance when possible
- Immediate updates for emergency closures
- Regular review of all website content for accuracy
- Active monitoring of all listed email addresses

### **Quality Monitoring and Improvement**

- Regular staff meetings to discuss customer service performance
- Documentation and review of customer feedback
- Continuous evaluation of service delivery methods
- Implementation of service improvements based on customer input

## **Implementation and Resources**

### **Technical Infrastructure**

- IT Services: Contracted through CenterLogic
- Phone Services: Provided by Comcast Business
- System monitoring and maintenance procedures in place, in case of service disruptions
- Backup systems for critical communications

### **Staff Responsibilities**

- Maintain daily internal communication
- Document and share customer feedback
- Update contact information as needed
- Forward calls/messages during absences, and update out-out-of-office messages
- Utilized share email address as much as possible to ensure other staff can answer general questions during absences.

This policy is reviewed annually and updated as needed to ensure continuous improvement in customer service delivery.