

Oregon Racing Commission Customer Service Policy

1. Professional Workplace

Respectful Interaction:

- All employees and representatives of the Oregon Racing Commission (ORC) are committed to treating every individual with respect and courtesy. This commitment ensures a positive and professional environment for both internal and external interactions.

Support for Values and Mission:

- Our actions and decisions will consistently reflect the values and mission of the state government and the Oregon Racing Commission. We strive to uphold the integrity and standards of public service in every aspect of our work.

2. Inclusive Customer Access

Universal Communication Preferences:

- The ORC is dedicated to accommodating various communication preferences. We offer multiple channels including phone, email, and in-person consultations, and strive to adapt to any specific needs of our customers.

Establishment of Operating Hours:

- Our minimum operating hours are Monday through Friday, 8:00 AM to 5:00 PM PST. Any changes or exceptions to these hours will be communicated in advance through our website and other relevant channels.

Posting Contact Information:

- Contact information for the ORC, including phone numbers, email addresses, and P.O. Box, will be prominently posted on our website and in all public-facing documents.

Maintaining Accessible Websites:

- Our websites will be designed to be accessible to all users, including those with disabilities. Relevant and current information will be available, ensuring easy navigation and accessibility.

3. Responsiveness

Acknowledgment of Receipt:

- All inquiries will be acknowledged within one business day of receipt. This acknowledgment will confirm that the inquiry has been received and provide an estimated timeframe for a detailed response.

Out-of-Office Replies:

- Employees will use current out-of-office replies when unavailable. These replies will include the expected return date and provide alternative contact information if immediate assistance is required.

Provision of Alternate Contact Information:

- In cases where primary contacts are unavailable, we will provide alternative contact details to ensure that customer needs are addressed without undue delay.

Service Level Goals for Response Times:

- We will establish and publish clear service level goals for response times to inquiries. These goals will be regularly reviewed and updated based on customer feedback and operational efficiency.

4. Customer Service Strategy**Service Level Goals Based on Feedback:**

- Service level goals will be informed by regular customer feedback, ensuring that we align our performance with customer expectations and continuously enhance our service delivery.

Self-Service and Accessible Tools:

- We will provide self-service options and accessible tools on our website, allowing customers to find information and complete transactions independently when possible.

Continuous Improvement Processes:

- The ORC is committed to ongoing improvement of our customer service practices. We will regularly review our processes, gather feedback, and make necessary adjustments to enhance our service quality.

Utilization of Available Technology:

- We will leverage available technology to streamline processes, improve communication, and enhance the overall customer experience.

Planning for Unplanned High-Volume Events:

- To address unplanned high-volume events, such as regulatory changes or emergencies, we will have contingency plans in place to ensure that service levels are maintained and that customers receive timely assistance.

By adhering to this policy, the Oregon Racing Commission aims to provide exceptional service, uphold the highest standards of professionalism, and ensure that all interactions with our customers are respectful, inclusive, and efficient.