

Public Health Planning and Emergency Preparedness

Customer Service Standards Customer Specific Service Area Expectations



The Customer Service Standards are designed to provide the individual service area's customers with a reasonable expectation of outcomes. In addition, we want our customers to know what to expect as we move toward "Customer Focused Service Excellence". Service Areas will respond to all inquiries as soon as practical and in accordance with the listed standards. Should a customer have an encounter with service area staff that does not meet these expectations, please contact the Planning and Preparedness Manager, Grant Ruppert, at (269) 686-4515 or email gruppert@allegancounty.org, as soon as possible to discuss your experience. We are committed to creating an environment where everyone is treated with dignity and respect at all times.

1. Service Area Hours of Operation: **Monday – Friday, 8:00am to 5:00pm**
2. Service Area General Communication Expectations:
 - Telephone Inquiries
 - Calls will be answered promptly.
 - When voicemail is necessary, or a customer prefers to leave a voicemail, county personnel will return the call no later than one business day. Every effort will be made to return calls on the same business day.
 - When callers reach a department that is unable to assist them with their inquiry, every effort will be made by the person who answered the call to get the caller to the correct location for their inquiry to be addressed.
 - Email/Website Inquiries
 - All e-mail and/or website inquiries will be acknowledged within two business days. If an email request is expected to take longer than two business days, the acknowledgement will provide a date when the requested information will be available or provide a status update.
 - If the individual you are contacting is out of the office, an automated email notification will be sent to the customer. This notification will include the individual's return to work date and an alternate contact.
 - Front Desk (in person) Inquiries
 - Personnel will be available at a front desk to respond to your inquiry.
 - Personnel will listen effectively to your request and take the necessary action to assist you.
 - Customers will be informed of the normal process time for their inquiry, when they can expect completion and any delays that may arise in the process.
 - Customer will be provided the contact information of the person who is to follow up with them and guide them through the process.
 - Customer will be informed if there are alternative options.

3. Service Area Service Delivery Standards

a. Emergency Preparedness

- If you contact the Public Health Planning and Preparedness Manager (PHPP) regarding help with your organization, family, or individual emergency planning, you will receive either an email or phone call within 2 business days to discuss your planning needs.
- If you need assistance connecting to planning and preparedness resources and training, the PHPP manager will follow up with you within 2 business days.
- More information about emergency and disaster preparedness can be found on our website: www.allegancounty.org/health/public-health-emergency-preparedness or at www.ready.gov

b. Health Education

- If you contact the Allegan County Health Department (ACHD) regarding a request for Health education materials or a presentation, you will receive either an email or a phone call within 2 business days to discuss the request.
- If you would like to request the ACHD Health Education Team attend your public event, the ACHD Health Educator will respond to your inquiry with an email or phone call within 2 business days.

c. Media Inquiries

- Inquiries from the media will be directed to the “Media Inquiry Form” located at <https://www.allegancounty.org/health/feedback> .
- Media inquiries shall be responded to by phone or email within 2 business days.