



Customer Service Charter

Who we are

The Literacy and Basic Skills Program offered at the Ottawa-Carleton District School Board is an adult education program that offers literacy programs that help adults to improve their reading and writing skills to:

- Continue their education
- Be trained for a specific workplace
- Gain further independence
- Access the world of volunteerism

We are a customer-focused organization committed to delivering high quality programs and services.

Our commitment to excellence

We provide:

- A safe and welcoming environment
- Responsive, courteous and consistent service delivery
- Knowledgeable staff with the skills and capabilities to respond to your needs
- Access to tools and resources to assist you
- Referrals to services in our community
- Confidentiality of your personal information

Your views count - How you can help

Your feedback is important to us. It can help us make improvements for the benefit of all of our customers.

If you have a comment or suggestion, you can:

- Speak to a staff member or the site manager at your location
- Fill in a feedback form available at the reception desk or on our website at www.lbsinottawa.com

Feedback forms can be dropped off at the reception desk or email to april.bennett@ocdsb.ca.

All feedback is reviewed by the Education Officer.

Comments that include your contact information will receive a response within 10 business days.

CONTINUING EDUCATION

Learn More, Be More

440 Albert Street, Ottawa, ON K1R 5B5 Tel: (613) 239-2325 Fax: (613) 239-2324
