



Customer Service Charter

WHO WE ARE

Achēv is a leading community-based charitable organization that delivers employment, newcomer, language, youth, women and inclusion services. We offer comprehensive and personalized programs of the highest quality to help people achieve their full potential. Each year, our dedicated team serves numerous clients through virtual services and multiple in-person locations. We are committed to making a positive and lasting difference in the diverse communities we serve.

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
- 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
- Submit your feedback online at www.achev.ca/feedback

If you include your contact information, you will receive a response within 10 business days.