



Customer Service Standards

Pursuant to Section 121.91 of the Ohio Revised Code, the following customer service standards are established by the Ohio State Chiropractic. The Chiropractic Board members and staff are committed to providing clear, concise information to the public in a courteous, friendly and professional manner. To honor these commitments, the Board pledges to maintain the following values and standards in serving its customers:

- Treat customers in a courteous, friendly and professional manner.
- Listen to the needs of the customer and respond with accurate, complete information.
- Promise what we can deliver and deliver in the agreed-upon time.
- Have a positive attitude.
- Be aware of communication style, body language and tone of voice.
- Respond in a timely, efficient and responsible manner.
- Be helpful and find a resolution.
- Solicit feedback from customers on improving programs and services.
- Finish all interactions with customers in a professional and courteous manner, even when the customer is not extending the same.
- Apologize for mistakes.
- Say “Thank you” and “Can I help you with anything else” when appropriate.

Telephone Etiquette

- Answer the phone within three rings.
- Identify yourself when answering the phone.
- Listen to the caller’s requests and help to answer questions or resolve issues.
- Offer to take a message if someone is not available to speak to them.
- End the call in a courteous manner.

Voice Mail

- Update voicemail greeting when out of the office, inform callers of anticipated return, and contact person for questions.
- Respond to all voicemail messages by the end of the business day.

E-Mail

- Update email out-of-office notification when out of the office for an extended period of time.
- Respond to emails in a timely manner, preferably the same day.
- Be aware of your writing tone when responding, but be direct with regard to the Board’s policy, procedures, laws and rules.

The Board’s Customer Service Standards extend to internal staff and guest interactions and communications.

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