

LIFESAVING SOCIETY QUALITY STANDARDS

The Lifesaving Society is committed to providing its clients and members with products, programs, activities and services (PPAS) that meet their expectations. Our organization has developed quality standards that must be met by all employees when serving customers. In accordance with these standards, the Lifesaving Society staff makes the following commitments:

COURTESY

- Answer customers in a kind and agreeable manner.
- Listen attentively to what the customer has to say.
- Grasp the exact meaning of each request or need expressed by the customer.
- Show empathy.

EFFICIENCY

- Answer customers within 30 seconds of their arrival at the counter.
- Answer the phone within 3 rings when customers call.
- Return calls within 1 business day.
- Answer or send acknowledgement of receipt for letters received by mail, fax or email within 5 business days.
- Complete orders of available products within 2 business days. Inform customers of shipping delays when the products are not readily available.
- Issue certifications within 7 business days during normal periods, and within 20 business days during peak periods.

ACCESSIBILITY

- Answer customers in the official language of their choice (French or English).
- Offer continuous customer service from 9:00 a.m. to 4:30 p.m., Monday through Friday, except on statutory holidays.
- Offer a free 1-800 phone line for customers who live outside the metropolitan area.
- Offer a 24 hour information service through our website.
- Identify resource persons and put them in contact with the customers.

RELIABILITY

- Ensure all customer service personnel provide customers with information that is accurate and identical.
- Ensure products and services offered to customers correspond to their needs. In case of any discrepancy between the original request and the service/product offered or to be offered, immediately advise the customer and explain the reason behind the change.
- Carry out each requested transaction without any omission, and ensure customer satisfaction.



- Inform customers, at the latest on August 31st, of price changes effective on January 1st of the following year*.
- Notice customers registered to a Lifesaving Society training session 48 hours in advance about any course cancellation or postponement.

BACKUP SOLUTION

- Offer customers a backup solution if a product or service is not in accordance with their initial request due to a misunderstanding on our part.

INFORMATION

If a customer believes that these quality standards have not been met during a transaction with the Lifesaving Society, he/she can contact:

Customer Service Director
Lifesaving Society
514 252-3100, extension 3754
1 800 265-3093
Email: gdenis@sauvetage.qc.ca

* Prices are subject to change without notice, depending on the products' availability from the suppliers.