




Policy Name	Policy Number	Effective Date
Customer Service Standards	HR.403	9/4/24 9/4/2024
Authority	Related References	Related Forms
ORC 121.91 (A)		
Appointing Authority Signature		
		

PURPOSE

The purpose of this policy is to adopt customer service standards for each employee of the agency whose duties include a significant level of contact with the public and set evaluation procedures for impacted employees as required by Section 121.91 of the Ohio Revised Code.

The State of Ohio Board of Pharmacy (Board) is committed to providing good customer service to all its customers, both internal and external. The Board and its staff will treat all our customers with courtesy and respect by responding to requests in a timely manner and working efficiently and impartially to identify customer needs and resolve customer complaints.

POLICY

Listening and Responding

- Staff will listen patiently to the customer to clearly understand the customer’s needs.
- Phone calls will be answered promptly during the Board’s regular office hours in a professional, polite manner.



- The Board will utilize technology systems to enhance and expedite the Board’s ability to triage and respond to customer inquiries.

Training

- The Board will provide customer service training to its staff.
- The Board will review and utilize feedback from customers to improve customer service policies and practice.

The Board recognizes that our customers, both internal and external, deserve competent, efficient, and responsive service. To that end, the Board will regularly evaluate its performance in meeting these standards and work to improve.

CONTACT INFORMATION

Please direct inquiries about this policy to the Human Resources Manager at HR@pharmacy.ohio.gov.

REVISION HISTORY

Date	Description of Change
9/4/2024	This policy replaces the original Customer Service Policy originally issued 10/1/2012.