

Service Code

As a **client or a member of the public**, you can expect ministry staff to provide:

- » courteous, professional and consistent service, in a manner that emphasizes listening to understand;
- » respect for your privacy and confidentiality;
- » assistance in identifying realistic approaches for meeting your needs;
- » information and clear explanations of decisions as soon as possible; and
- » help in understanding the ministry's legislation, and internal reconsideration and appeal processes.

As **ministry employees**, we expect that clients and members of the public will:

- » treat us courteously and respectfully;
- » provide us with the accurate information we require to serve you;
- » be accountable for meeting the requirements to receive assistance; and
- » take responsibility towards achieving your potential.

We are committed to improving services and strengthening our relationships. This Service Code, guided by our organizational values, defines our ministry's expectations as we interact with others.

For more information visit: www.gov.bc.ca/sdpr



Ministry of
Social Development
and Poverty Reduction