

## **Compliance dates for the Customer Service Standard**

The customer service standard applies to every organization that provides goods and services to the public or third parties and has at least one employee in Ontario. There are two timelines for organizations to comply with the standard:

### **By 2010**

Designated public sector organizations must comply by January 1, 2010, and file a report in 2010.

The customer service standard identifies the following people or organizations as a designated public sector organization:

- Provincial and municipal governments, universities, colleges, hospitals, school boards and public transportation organizations,
- Government of Ontario. Within the Government of Ontario, the standard applies to:
  - o Ontario government ministries,
  - o Legislative Assembly, which would include the following:
    - Members of Queen's Park
    - Office of the Legislative Assembly
    - Offices of public figures in the Assembly (Offices of the Premier, Leader of the Opposition, Leader of the third party, and ministers),
  - o Designated authorities, agencies, boards and commissions listed in Schedule 1 of the regulation

### **By 2012**

Organizations in the private sector, including non-profit, with 20 or more employees must comply by January 1, 2012, and file a report in 2012.

Organizations in the private sector, including non-profit, with one to 19 employees must comply by January 1, 2012, but are exempted from reporting.

