

What you can  
expect when you  
contact the AGCO

# Customer Service Standards

AGCO

Alcohol and Gaming  
Commission of Ontario



Ontario

### ***Accessible Customer Service Policy***

If you have any questions about our Accessible Customer Service Policy or require any of our materials in an alternative format, please contact us at 416.326.8700 or 1 800.522.2876, or by emailing us at [customer.service@agco.ca](mailto:customer.service@agco.ca).

### ***Customer Feedback***

If you have comments or concerns about our services, we encourage you to let us know and provide us with details. We also would welcome any positive feedback you may have. You may provide feedback in person at AGCO Head Office or any of our regional offices, by telephone through our Customer Service Department at 416.326.8700 or 1 800.522.2876, or by emailing us at [customer.service@agco.ca](mailto:customer.service@agco.ca).

### ***Filing a Complaint***

In order to ensure that we are meeting our obligation to properly address public concerns, the AGCO has established a formalized Complaints Handling process. For more information on filing a complaint, please see our brochure "Resolving Complaints" available at AGCO Offices or online at [www.agco.on.ca](http://www.agco.on.ca).

- You will always have the option of speaking to a person.
- We will do our utmost to ensure that your call is not redirected more than once.
- We will endeavour to return phone calls within one business day.



### ***In Person/Walk-in Service***

If you visit our Head Office or any of our regional offices, you will be able to access staff-assisted service during our core business hours, Monday to Friday from 8:30 a.m. to 5:00 p.m.



## ***Correspondence Standards***

When you contact AGCO Customer Service by fax, mail or electronic mail, you can expect that:

- We will acknowledge any correspondence requesting a response within 2 business days. If that acknowledgement cannot contain a full response, we will advise you of this in the acknowledgement.
- If a response requires more time to complete, we will provide you with an anticipated date for the complete response within a further 5 business days.



## ***Telephone Standards***

When you contact the AGCO by telephone, you can expect that:

- When you call our Customer Service Department, your call will be answered in priority sequence during core business hours (Monday through Friday from 8:30 a.m. to 5:00 p.m.).

## ***Customer Service Commitments***

The Alcohol and Gaming Commission of Ontario (AGCO) strives to provide excellent customer service to our stakeholders and all members of the public.

Our customer service standards demonstrate our commitment to honesty, integrity and transparency, and we are dedicated to providing the highest level of service in all aspects of our business.

You can expect that when you contact the AGCO:

- We will treat you with respect and dignity.
- We will treat you fairly, within the laws that we administer.
- We will provide our services in formats accessible to all our customers.
- We will respond to your written correspondence in a timely manner.
- We will respond to your telephone calls, emails and correspondence in a timely manner.

## **Contact Information**

### **Alcohol and Gaming Commission of Ontario**

90 Sheppard Avenue East  
Suite 200–300  
Toronto, Ontario M2N 0A4

Tel: 416.326.8700 or  
1 800.522.2876 (toll free in Ontario)  
Fax: 416.326.5555  
Email: [customer.service@agco.ca](mailto:customer.service@agco.ca)

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### **Office of the Ombudsman of Ontario**

Bell Trinity Square  
483 Bay Street, 10<sup>th</sup> Floor, South Tower  
Toronto, Ontario M5G 2C9

Tel: 1 800.263.1830  
Fax: 416.586.3485  
Email: [info@ombudsman.on.ca](mailto:info@ombudsman.on.ca)

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