

Ohio Board of Dietetics Customer Service Standards

Ohio Board of Dietetics Customers:

- The citizens of Ohio
- Students contemplating a career in nutrition and dietetics
- Students currently enrolled in nutrition and dietetics programs
- Individuals in closely related fields such as personal training or wellness coaching
- Colleges and universities that offer nutrition and dietetics degrees
- Licensees
- Employers or potential employers of licensees
- Federal, state and local government agencies
- Nutrition and dietetics professional associations included but not limited to, the Academy of Nutrition and Dietetics, the Ohio Academy of Nutrition and Dietetics, and other District Dietetic Associations in Ohio.

Ohio Board of Dietetics Customer Service Goals:

- We will treat all of our customers with courtesy and respect
- We will provide high-quality service by a knowledgeable staff member
- We will provide complete, accurate and precise information
- We will regularly assess our customer's needs and level of satisfaction with our service
- We will continue to improve our customer service based on customer feedback

Ohio Board of Dietetics Customer Service Standards:

1. The Board's regular office hours are Monday through Friday 8 a.m. to 5:00 p.m. except on Federal and State days of observance.
2. Questions from the public will be handled by the staff member who has the knowledge and expertise to respond to the subject matter of the call.
3. We will do our best to clarify the question being asked if the caller is not clear in their request
4. All questions from our customers will be answered completely and accurately.
5. If the staff member cannot answer the question or the question falls outside the staff member's duties, the customer will be transferred to the appropriate staff member or advised that the staff member will attempt to locate the answer and call the customer back.
6. If a question or complaint falls outside of the Board's jurisdiction, the customer will be referred to the appropriate agency whenever possible.
7. If the individual whom the caller is trying to reach is unavailable the caller will be transferred to voicemail.
8. All messages, telephone and email, will be returned within 2 business days whenever possible.

9. Voicemail messages and email out of office messages will provide the main office telephone number.
10. Calls will be answered in the order received. Callers will be placed on hold (with periodic updates) or transferred to voicemail if the individual they request is on another call or away from their desk.
11. When returning a customer's call, staff will leave their full name, agency name, telephone number and time available if they are leaving a message.
12. Written correspondence will be professional and the information contained therein will be complete, accurate and precise.
13. All applications will be reviewed and evaluated as soon as possible based on workload, with prioritization of military members.
14. The applicant will be contacted as soon as possible if additional or missing information is requested.
15. Received background checks will be reviewed daily, both electronically and by mail.
16. Applicants will be updated on the status of their application by telephone, email or written letter.
17. Approved applications will be processed as soon as possible in accordance with Board policy, giving priority to military members.