



ACCOUNTANCY BOARD OF OHIO

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John R. Kasich, Governor
John E. Patterson, Executive Director

ACCOUNTANCY BOARD OF OHIO CUSTOMER SERVICE STANDARDS

The Accountancy Board of Ohio adheres to the customer service standards listed below in compliance with section 121.91 of the Ohio Revised Code. The organization's mission and staff size dictate that these standards apply to all positions.

Our Customers:

- The citizens of Ohio
- Current licensees
- Students considering a career in accounting
- Students currently enrolled in the CPA examination process
- Applicants for licensure
- Federal, state and local government agencies
- State and National professional associations
- Colleges and Universities

Our Customer Service Goals:

- We will treat all of our customers with courtesy and respect.
- We will provide high-quality service by a knowledgeable staff.
- We will provide complete, accurate and precise information in a timely fashion.
- We will continue to improve our customer service based on customer feedback.

Customer Service Standards:

1. The Board's regular office hours are Monday through Friday, 7:30 a.m. to 4:30 p.m.
2. If a telephone call goes to voicemail, staff will respond to the voicemail on the same business day.
3. If an employee receives an email, staff will respond to the email on the same business day.
4. Questions from the public will be handled by the Board staff that has the knowledge and expertise to respond to the subject.
5. Staff will not attempt to answer questions for which they do not have the knowledge or expertise. In this situation, 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 entity, whenever possible.
7. When an employee is scheduled to be out of the office, the employee will change their voicemail and add an out-of-office message to their email indicating when the employee is scheduled to return to the office.
8. Staff will leave their full name, agency name, telephone number and time available when leaving a message.
9. Written correspondence will be professional and the information contained in the correspondence will be complete, accurate and precise.
10. All address change requests will be processed within one business day of request.
11. All requests for license verification to another jurisdiction will be processed within three business days of receipt of the request.
12. Approved applications will be processed in a timely fashion in accordance with Board policy.

Adopted on 2003.