



Ohio Occupational Therapy, Physical Therapy, and Athletic Trainers Board

77 South High Street, 16th Floor
Columbus, Ohio 43215-6108

Governor
John R. Kasich
Executive Director
Jeffrey M. Rosa

Subject: Ohio OTPTAT Board Customer Service Standards

The OTPTAT Board 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 Include:

- The citizens of Ohio
- Students considering a career in OT, PT, or AT
- Students currently enrolled in an entry-level OT, PT, or AT educational program
- Accredited entry-level OT, PT, and AT educational programs
- Applicants for licensure
- Current licensees
- Federal, state, and local government agencies
- State and National professional associations
- National credentialing and testing organizations

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 regularly assess our customer's needs and level of satisfaction with our service based on an online customer service satisfaction survey.
- 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, 8:00 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 the request.
 11. All requests for license verification to another jurisdiction will be processed within two business days of receipt of the request and verification fee.
 12. Approved applications will be processed in a timely fashion in accordance with Board policy. Application receipt emails/letters are to be sent to the applicant within one business day of receipt of the application.
- **The Board shall maintain an 'Overall Quality of Service' survey score of greater than 4.35 on the Customer Service Satisfaction survey.**

Adopted on November 19, 2012