

ESU Customer Service Charter

Who we are: **Essential Skills Upgrading (ESU)** is a program operated by the Toronto District School Board and funded through Employment Ontario's Get SET (Skills, Education and Training). It provides opportunities for adults to improve their reading, writing, numeracy and digital technology skills so they are better able to achieve their goals of employment, secondary school, post-secondary education, apprenticeship and/or greater personal independence. We believe in equality and respect for all and are committed to offering high-quality services that best meet the needs of our customers.

What you can expect from us.

We will provide you with:

- a welcoming and safe learning environment
- knowledgeable, helpful and responsive staff
- learning which focuses on what you want and need to learn
- accurate and up-to-date information about services that can help you meet your goals

Customer Satisfaction: Your opinion counts.

We appreciate your feedback. Your input about our program can help us to make improvements that will benefit all our customers. If you have comments or suggestions about our program, you can let us know by the following methods:

Contacting us by email at:

upgrading@tdsb.on.ca

Contacting a Program Officer or Community Services Officer:

Sam Sanfilippo (West)	416-394-7633	sam.sanfilippo@tdsb.on.ca
Adriana Ungureanu (East)	416-396-3347	adriana.ungureanu@tdsb.on.ca
Gaby Jolie (South/Central)	416-393-0922	gabrianna.jolie@tdsb.on.ca
Mahnaz Chinoy (Workshops)	416-396-6413	mahnaz.chinoy@tdsb.on.ca

Contacting the Program Coordinator:

Grace Santeramo	416-396-3466	grace.santeramo@tdsb.on.ca
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If you provide us with your contact information, we will follow-up with you within 3 business days.

