



Customer Service Charter

SNP CAREER HUB



SIX NATIONS
POLYTECHNIC



Job seekers define their goals and lead their employment journey. Our role is to support that process through respectful, responsive, and reliable service.

Our Commitment

We commit to services that are:

- Accessible and inclusive for all job seekers
- Respectful, professional, and grounded in care
- Timely, clear, and accurate in our communication
- Confidential and aligned with privacy legislation

You can expect:

- A welcoming and supportive environment
- Staff who listen first and then provide guidance
- Access to job search tools and employment resources
- Support throughout your employment journey



The values of Ga'nigohi:yo/Kanikorii, are at the root of our organization and ground our shared work with job seekers: fairness, sharing, honesty, kindness, confidentiality, consistency, integrity, responsibility, responsiveness, cooperation, openness, and trustworthiness.

We value your feedback. Contact us using either method below and/ or complete our [Customer Service Survey](#) using the QR code.

- **Phone:** 519-758-6339
- **Email:** employmentservices@snpcareerhub.com

