



Canadian  
Intellectual Property  
Office

An Agency of  
Industry Canada

Office de la propriété  
intellectuelle  
du Canada

Un organisme  
d'Industrie Canada

# Our Client Service Commitment

## By telephone

We answer your call with courtesy and efficiency and, if necessary, refer you to the appropriate officer to deal with your enquiry in the official language of your choice.

We record all voice mail greetings clearly and bilingually. We provide an alternative number for immediate contact.

We listen to voice messages at least once a day and return your call by the end of the next business day.

## In person

We greet you within three minutes in the official language of your choice, during normal business hours.

We direct you to a person competent to deal with your enquiry within the next five minutes.

We ensure that you meet with a specialist within 20 minutes of your arrival.

## General mail

We correspond with you in the official language of your choice.

We reply to your mail within four weeks of receipt or explain the reason for the delay.

## Suggestions

We invite you to comment on our services and to offer suggestions for improvement.

If you wish to ask questions or have a complaint and cannot resolve the problem with the person you have been dealing with, you can speak to the supervisor or director.

If you feel that the supervisor or director has not dealt with the issue to your satisfaction, you may call or write and we will respond within 10 working days.

*If you like the service you receive, let us know!*

## How to reach us



Canadian Intellectual Property Office  
Place du Portage I  
50 Victoria Street  
Gatineau QC K1A 0C9

For general enquiries:  
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