

Portland Children's Levy/Investment Fund  
Customer Service Practices

Our primary customers are:

- The nonprofit organizations who receive grants from the Fund (Grantees).

Our other customers are:

- The general public who may have an interest in how their tax dollars are being invested by the Fund;
- Nonprofit agencies who are not currently receiving funds but who have an interest in receiving grants.

In service to our Grantees, we have the following specific methods of ensuring high quality customer service:

1. Grantees are provided with direct phone numbers and email for the staff contacts responsible for their grants.
2. The Fund office is open weekdays from 8:30 am until 5:00 pm.
3. The Fund website is maintained with up-to-date information on Grantee reporting requirements.
4. The Allocation Committee (Oversight Board of the Fund) holds public meetings where all decisions regarding funding are made.

In service to the general public, we have the following specific methods of ensuring high quality customer service:

1. The Fund website is maintained with up-to-date information on the activities of the Fund. The public can contact the staff and receive various reports through our website.
2. The Allocation Committee (Oversight Board of the Fund) holds public meetings where all decisions regarding funding are made.

In service to nonprofit agencies who would like to receive funding from the Fund, we have the following specific methods of ensuring high quality customer service:

1. The Fund website includes information on how to apply for grants.
2. The Allocation Committee (Oversight Board of the Fund) holds public meetings where all decisions regarding funding are made.