

Customer Service: Accessibility Standard for Customer Service Policy - Monitoring Feedback	Approved by Board on December 13, 2011	October 2011	Page 1 of 1
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Principle:

Monitoring feedback on Accessible Customer Service.

Procedure:

The process for feedback on *Accessible Customer Service* has the following components:

- Information on the centre's website inviting parents, clients and the community to provide feedback on their experience with or concerns about access to services for people with disabilities.
- Printed information available through lobby/reception area to invite people with disabilities to provide feedback on their experience with or concerns about accessibility of services. Consideration should be given to providing information in alternate formats.
- Information on how the centre will respond to feedback.

Methods for Feedback:

A range of methods for soliciting feedback will be employed to ensure optimum access to the feedback process by people with disabilities. Methods could include e-mail, verbal input, or feedback form. The feedback process should include the title(s) of the person(s) responsible for receiving feedback and indicate how the centre's response to the feedback will be made known.