

<b>Policy:</b> Accessible Customer Service Standards	<b>Procedure Number:</b> 10.3
<b>Subject:</b> Customer Request and Feedback Procedure	<b>Effective Date:</b> January 1, 2010
<b>Legislation:</b> Ontario Regulation 429/07, Accessible Standards for Customer Service	<b>Revision Date:</b>
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## **Accessible Customer Request and Feedback Procedure**

### ***Purpose:***

The Township of North Kawartha is committed to establishing, implementing and maintaining a process for receiving and responding to feedback about how to provide goods or services to persons with disabilities.

### ***Procedures/Practice:***

The Township of North Kawartha has established a process for receiving and responding to feedback about the manner in which it provides goods or services to persons with disabilities and shall make information about the process readily available to the public.

1. The feedback process shall include the following:
  - i. The opportunity for the public to provide feedback in person, by telephone, in writing, or by delivering an electronic text by email or online, on disk or otherwise.
  - ii. The opportunity to provide as much information as possible when providing feedback so that the event can be readily identified by the Supervisor and/or Manager responsible for where the event took place. This information may include dates, times, names, contact information, a description of the event, etc.
  - iii. Feedback may be received by any person who deals with members of the public or other third parties on behalf of the Township, whether the person does so as an employee, agent, volunteer or otherwise. Feedback may also be received by any person who participates in developing the Township's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties. A copy of the feedback

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shall be forwarded to the the Clerk for review and reporting purposes. A copy shall be provided to the Chief Administrative Officer.

- iv.* An answer to the feedback is not mandatory, however, depending on the situation, the Supervisor/Department Head responsible for where the event took place in conjunction with the Clerk or Chief Administrative Officer may deem it appropriate to respond to the customer. Should an answer be deemed appropriate and should the customer have chosen to supply his or her contact information, the customer may expect the said answer within a reasonable time frame. A copy of the response shall be provided to the Clerk.

***Related Documents:***

- Form 11.4 – Feedback Form