

TYPE OF POLICY: ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT – O.REG 429/07		
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NAME OF POLICY <ul style="list-style-type: none"> • Customer Feedback 	PROCEDURES <ul style="list-style-type: none"> • Receiving feedback • Responding to feedback • Notice of feedback process 	TARGET GROUP: All Employees
COUNCIL APPROVAL: 08-28-09	EFFECTIVE DATE: 01-01-10	SUPERCEDES:

POLICY

The Corporation of the County of Northumberland recognizes that receiving feedback provides a valuable opportunity to learn and improve. The County also recognizes the rights of our customers to offer a suggestion, make a complaint, or compliment us on the way we provide goods or services.

It is the policy of the Corporation of the County of Northumberland to have an established process for receiving and responding to feedback on the manner in which we provide our goods and services to people with disabilities and to make information about this process readily available.

OBJECTIVE(S)

The objectives of this policy are to:

- Outline the process for receiving and responding to feedback,
- Detail how and where information regarding our Feedback Policy will be posted

PROCEDURES

Receiving Feedback

People with disabilities may use different methods of communication. In order to make our feedback process as accessible as possible, the County accepts complaints, suggestions and/or compliments in a variety of formats.

Customers are invited to provide their feedback on the way we provide our goods and services to people with disabilities in the following ways:

- In person
- By telephone
- In writing

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- Electronic text, email (accessibility@northumberlandcounty.ca), or disk

In order to help the County fully address the feedback received, where possible, the following information must be included:

- Time and date
- Description of complaint, suggestion or compliment
- Additional Comments
- Contact information (should the person wished to be contacted)

Employees will be trained to access and to assist in the completion of Customer Feedback forms if necessary. The feedback form is available at all County service counters and online on the County’s website.

Please see Appendix 3.1A for Customer Feedback form template.

Responding to Feedback

All feedback received regarding the way in which the County provides goods and services to people with disabilities will be directed to the Compliance Coordinator. Feedback will be grouped, reviewed and stored by category (complaint, suggestion, or compliment).

A record will be maintained outlining the details, follow-up and actions to be taken. Please see appendix 3.1B for Record of Customer Feedback template.

If the Feedback Form indicates the customer wishes to be contacted, the County will respond within ten (10) business days either in writing, in person, by e-mail or by telephone acknowledging the receipt of feedback and outlining the action(s) to be taken.

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Notice of Feedback Process

Information about the County’s process for receiving and responding to feedback will be readily available to the public.

The County informs the public about our feedback process in a number of ways. These include:

- Notice posted and forms available in reception area(s)
- Notice posted and forms available on our website

Please see Appendix 3.1C for Notice of Customer Feedback Process template.