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| Subject | MONITORING AND FEEDBACK ON ACCESSIBLE CUSTOMER SERVICE |
| References | Accessibility Standards For Customer Service Policy |
| Links | |
| Contact | Human Resource Services & Organizational Development |

1. Responsibility

- 1.1 The process for feedback on *Accessible Customer Service* has the following components:
 - 1.1.1 Information on the board and school websites inviting users of board services to provide feedback on their experience with or concerns about access to services for people with disabilities.
 - 1.1.2 Printed information available through school offices and the Education Centre 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.
 - 1.1.3 Information on how the board will respond to feedback.
- 1.2 The director of education and/or designates will create a process for reviewing implementation of the policy on *Accessibility Standards for Customer Service* that includes consultation with various constituency groups including Special Education Advisory Committee (SEAC), federations, unions, citizens' groups. Consultation methods could include electronic feedback and focus groups.

2. Methods For Feedback

- 2.1 A range of methods for soliciting feedback will be employed to ensure optimum access to the feedback process by people with disabilities. A sample Notice Re: Feedback is attached as APPENDIX A.
- 2.2 Methods could include e-mail, verbal input, or feedback form.
- 2.3 The feedback process should include the title(s) of the person(s) responsible for receiving feedback and indicate how the board's response to the feedback will be made known.



3. Proactive Measures For Accessible Customer Service

- 3.1 To ensure ongoing efficient and effective adherence to the board's policy on *Accessibility Standards for Customer Service*, the board, its school-based administrators and its managers including those representing the board in multi-board consortia will take into account the impact on people with disabilities when purchasing new equipment, designing new systems or planning a new initiative.

Approved
Revised

March 2010

Issued under the authority of the Director of Education



SAMPLE NOTICE RE FEEDBACK

The Simcoe County District School Board (SCDSB) is committed to ensuring that its services meet optimum standards of accessibility for people with disabilities using the facilities and services of the Board. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way the SCDSB provides services to people with disabilities can be made by [insert the ways feedback can be provided, for example, e-mail, verbally, feedback form, etc.].

All feedback will be directed to [insert title of person responsible for receiving feedback].

Response to your feedback will be provided as follows: [indicate method, e.g., direct response to the individual, summary report on website, etc.]