

**Date of Issue** November 2022

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**Subject** **MONITORING AND FEEDBACK ON ACCESSIBLE CUSTOMER SERVICE**

**References** [Policy 2510 – Communications](#)  
[Policy 3115 – Accessibility Standards For Customer Service](#)  
[Accessibility for Ontarians with Disabilities Act, 2005](#)

**Contact** Business Services

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## 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; and,
  - 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 the implementation of Policy 3115 – Accessibility Standards for Customer Service by referring to the *Accessibility for Ontarians with Disabilities Act, 2005*. The process will include consultation with various constituency groups such as the Special Education Advisory Committee (SEAC), the Accessibility Advisory Committee (AAC), federations, unions, and 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 Regarding Feedback is attached as APPENDIX A.
- 2.2 Methods could include email, verbal input, surveys or a 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 As per Policy – 3115 Accessibility Standards for Customer Service, the impact on people with disabilities will be taken into account when purchasing new equipment, designing new systems or planning a new initiative.

**Approved**

March 2010

**Revised**

May 2015, April 2018, November 2022

***Issued under the authority of the Director of Education***

**SAMPLE NOTICE REGARDING 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, email, verbally, surveys or a 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.]

The SCDSB ensures our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.