

GENERAL: BUSINESS

CUSTOMER SERVICE STANDARD (ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT): FEEDBACK

Policy #GB-11E

Rationale:

In a spirit of freedom, affirmation and celebration, members of the Renfrew County Catholic District School Board Community strive to nurture the giftedness, self-worth and potential of each individual and we reverence the dignity of the whole person, including all persons who interact with our board as customers.

The Renfrew County Catholic District School Board will monitor the effectiveness of implementation of the Accessible Customer Service Standard through a process for receiving and responding to feedback. Information about the feedback process will be readily available to the public and will allow people with disabilities to provide feedback using a number of methods.

Personnel Affected by Policy:

Trustees, All Renfrew County Catholic District School Board Regular and Occasional Employees and Volunteers

Organizational Authority:

The Renfrew County Catholic District School Board

Regulations:

RESPONSIBILITY

The Director of Education and/or designate will implement a process for Feedback on Accessible Customer Service that has the following components:

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.

A pamphlet available through school offices and public offices of the Board 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 Board will respond to feedback.

The Director of Education and/or designates will create a process for reviewing implementation of the policy on Accessibility Standards for Customer Service.

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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 electronic e-mail, verbal or written correspondence.

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.

PROACTIVE MEASURES FOR ACCESSIBLE CUSTOMER SERVICE

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