



Accessibility Standards For Customer Service Policy

Policy Directive: Monitoring and Feedback on Accessible Customer Service

Date Approved: February 2011

Review Date: February 2014

BACKGROUND INFORMATION

Applicable Reference from the Policy

The 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.

The Board will create a feedback process that will review the implementation of this policy with the Board's various constituency groups. Examples include but are not limited to Special Education Advisory Committee (SEAC), Teacher Federations*, Employee unions*, citizens' groups. Methods would include electronic means such as websites.

(*Note: Consultation relates to membership of these groups as **providers** of Accessible Customer Service.)

1.0 RESPONSIBILITY

- 1.1 The Director of Education, through Corporate Communications, will implement a process for Feedback on Accessible Customer Service that 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 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; and
 - 1.1.3 Information on how the Board will respond to feedback.

2.0 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.
- 2.2 Methods could include e-mail, verbal input, suggestion box or feedback card.
- 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.

3.0 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.
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SAMPLE NOTICE FOR FEEDBACK

The Hamilton-Wentworth District School Board 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 Hamilton-Wentworth District School Board provides services to people with disabilities can be made by *[insert the ways feedback can be provided, for example, e-mail, verbally, suggestion box, feedback card, 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.]*