

**PROCEDURE: AODA 005**

**Customer Feedback**

**Policy**

OCAPDD recognizes that receiving feedback provides a valuable opportunity to learn and improve. OCAPDD 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 OCAPDD 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.

**Purpose**

The purpose of this policy is 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, OCAPDD 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, but not limited to

- In person
- By telephone
- In writing
- By email
- Agency Website
- Sign language

In order to help OCAPDD 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 wish to be contacted).

Employees will be familiar with how to direct and assist with complaints, suggestions or compliments on agency services.

### **Responding to Feedback**

All feedback received regarding the way in which OCAPDD provides goods and services to people with disabilities will be directed to Human Resources. 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.

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

### **Notice of Feedback Process**

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

OCAPDD 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
- Notice posted wherever visitors have to sign in and feedback forms available for their use.