

<i><b>Rainy River District School Board</b></i>	<b>SECTION 2</b> <i>Organization &amp; Administration</i>
<b>ACCESSIBILITY STANDARDS FOR CUSTOMER CARE – Monitoring and Feedback on Accessible Customer Service</b>	<b>2.35</b>
<b>PROCEDURE</b>	

**PURPOSE**

The Rainy River 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.

**RATIONALE**

The Board encourages feedback from community customers to measure the effectiveness of accessibility standards.

**GUIDELINES**

- 1.1 The Director of Education and/or designate will implement a process for Feedback on Accessible Customer Service that has the following components:
  - a) 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.
  - b) 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.
  - c) Information on how the Board will respond to feedback.
  
- 1.2 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.)
  
- 1.3 The Director of Education and/or designate 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.
  
- 1.4 Methods for Feedback

- a) A range of methods for soliciting feedback will be employed to ensure optimum access to the feedback process by people with disabilities.
- b) Methods could include e-mail, verbal input, completing the *Accessibility Feedback* form and dropping it off at your local school or faxing it to the Manager of Plant Operations and Maintenance, or compliments/concerns are welcome by e-mail, or phone calls to the Manager of Plant Operations and Maintenance.
- c) The Manager of Plant Operations and Maintenance will provide a response to the person with feedback within five (5) business days.

1.5 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, principals or designates and supervisors/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.

1.6 Sample Notice Regarding Feedback

- a) The Rainy River 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.
- b) Feedback regarding the way that the Rainy River District School Board provides services to people with disabilities can be made by completing the *Accessibility Feedback* form and dropping it off at you local school or faxing it to the Manager of Plant Operations and Maintenance, or compliments/concerns are welcome by e-mail, or phone calls to the Manager of Plant Operations and Maintenance.
- c) Response to your feedback will be provided with a phone call directly to you from the Manager of Plant Operations and Maintenance within five (5) business days.

<u>CROSS REFERENCE</u>	<u>DATE REVIEWED</u>	<u>LEGAL/MINISTRY OF EDUCATION REFERENCE</u>
Board Accessibility Plan 2.30 Accessibility Standards for Customer Service Policy Accessibility Standards Procedures: 2.31 Disruption of Service 2.32 Assistive Devices 2.33 Service Animals 2.34 Support Person	November, 2009	<i>Accessibility for Ontarians with Disabilities Act, 2005 (AODA)</i> Accessibility Standards for Customer Service, Ontario Regulation 429/07 <i>Ontario Human Rights Code</i>