

FEEDBACK FOR ACCESSIBLE CUSTOMER SERVICE

Procedure

Department:	Corporate Services	Effective Date:	2010-01-01
Division:	Financial Planning Revenue Services	Approval Level:	Corporate
Section/Function:	Accessibility	Revision #:	N/A

1.0 PURPOSE

This procedure implements, in part, the City of Peterborough's Accessible Customer Service Policy. The purpose of this procedure is to establish guidelines for receiving feedback from people about the delivery of goods or services to people with disabilities and will serve to improve overall customer service.

2.0 APPLICATION

2.1. This procedure applies to:

- a) Formal feedback, received through the City's website (www.peterborough.ca), by telephone, in person, in writing, in electronic format or through any other manner, that addresses the provision of City goods or services to a person with a disability.
- b) Every Customer Service Representative (CSR).
- c) Anyone who participates in developing City policies, practices, and procedures governing the provision of City goods or services to members of the public or other third parties.
- d) Premises, where City goods or services are offered, to which the public or other third parties have access.
- e) Managers/supervisors of facilities and service areas where City goods or services are provided who are responsible for ensuring compliance with this procedure.

3.0 DEFINITIONS/ACRONYMS (As Required)

Agent – A person or business providing goods or services on behalf of the City through a contract or agreement.

Assistive Device - A device that is used by people with disabilities to help with daily living, including cognition aids, communication aids, medical aids, and personal mobility aids. Examples include: wheel chairs, walkers, white canes, oxygen tanks, portable chalkboards, and electronic communication devices.

City - The Corporation of the City of Peterborough.

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City Goods or Services – Goods or services provided by the City or an agent on behalf of the City.

Customer Service Representative (CSR) – An employee, agent, volunteer or otherwise who, on behalf of the City, provides or oversees the provision of goods or services to members of the public or other third parties.

Disability – "Disability" as defined in the Human Rights Code, means:

(a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;

(b) a condition of mental impairment or a developmental disability;

(c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;

(d) a mental disorder; or

(e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; ("handicap").

Service Animal - An animal that is readily apparent to be used by a person for reasons relating to his or her disability, or if the person provides documentation from a health care practitioner confirming that the person requires the animal for reasons relating to his or her disability.

Support Person – A person who accompanies a person with a disability in order to assist the person with a disability with communication, mobility, personal care, medical needs or with access to goods or services.

Third Party - A representative of a business or organization who is receiving City goods or services or acting in an official capacity. Examples include: Provincial inspectors, vendors, or local media.

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4.0 PROCEDURE

4.1. Receiving Feedback

The City of Peterborough is committed to providing high quality goods or services to all members of the public it serves. Feedback from the public is welcomed as it may identify areas that require change or improvement.

Feedback from a member of the public about the delivery of goods or services to people with disabilities will be encouraged through the City's website (www.peterborough.ca). Feedback may also be given by telephone, in person, in writing, in electronic format or through any other manner.

The feedback will be submitted to the Customer Service Coordinator.

4.2. Responding to Feedback

The Customer Service Coordinator will be responsible for assessing whether a response is necessary and ensuring a response is provided. When a response is necessary, the Customer Service Coordinator will work with an appropriate CSR and will use reasonable effort to respond to anyone providing feedback regarding the provision of accessible goods or services. The response will be made in a manner that takes a person's disability into account.

The Customer Service Coordinator or a CSR may need to contact a feedback provider for further information or clarification regarding their feedback.

Whether a response is necessary or not, the Customer Service Coordinator will work with the appropriate CSR or manager/supervisor of the facility or service area to ensure the feedback is taken into consideration for future provision of goods or services.

4.3. Providing Notice of the Feedback Process

Information about the feedback process will be readily available to the public. Notice of the process and the feedback form will be posted on the City's website (www.peterborough.ca) and will be provided in other formats as requested.

5.0 APPENDIX, RELATED DOCUMENTS & LINKS

5.1. Pertinent Resources:

[Accessibility for Ontarians with Disabilities Act, 2005](#)

[Accessibility Standards for Customer Service \(Ontario Regulation 429/07\)](#)

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Human Rights Code

5.2. Related Policies:

Accessible Customer Service Policy

5.3. Related Procedures:

Accessible Customer Service Training 0020-P01

Assistive Devices and Services for People with Disabilities Procedure 0020-P02

Communicating and Interacting with People with Disabilities Procedure 0020-P03

Availability of Accessible Customer Service Documents Procedure 0020-P05

Service Animals for People with Disabilities Procedure 0020-P06

Support Persons for Persons with Disabilities Procedure 0020-P07

Temporary Service Disruptions Procedure 0020-P08

5.4. Related Forms:

N/A

5.5. Miscellaneous:

N/A

6.0 AMENDMENTS/REVIEWS

		Next Review Date:	July 2015
Date (yyyy-mm-dd)	Section # Amended	Comments	
2010-02-10		Procedure approved by Administrative Staff Committee through Report CPFPRS10-005 – Accessible Customer Service Procedures.	