

STATEMENT of POLICY and PROCEDURE			
Manual:	Accessibility Standards	SPP No.	AS 2.06
Section:	Customer Service	Issued:	Nov 1, 2012
Subject:	Sample customer feedback policy	Effective:	
Issue to:	All Manual Holders	Page:	1 of 2
		Replaces:	Sept 15, 2011
Issued by:	Greg Last	Dated:	Nov 1, 2012

1 POLICY

- 1.01 Filter Solutions Inc. welcomes feedback as it encourages continuous service improvements. Feedback from a member of the public about the delivery of goods and services to persons with disabilities may be given by telephone, in writing, in electronic format or through other methods. A feedback form is prepared and should be used for that purpose.

2 PURPOSE

- 2.01 The purpose of this Statement of Policy and Procedure is to implement a process for individuals to provide feedback on how Filter Solutions Inc. Provides goods and services to people with disabilities, responds to any feedback and takes action on any complaints/suggestions, as required by the Accessibility Standards for Customer Service. Feedback from our customers gives the Filter Solutions Inc. opportunities to learn, improve and acknowledge performance.

3 SCOPE

- 3.01 This policy applies to all employees and all facilities of Filter Solutions Inc. in Ontario.

4 RESPONSIBILITY

- 4.01 It is the responsibility of the managers and/or immediate supervisors and/or department heads to ensure that all employees follow the guidelines set out in this policy.
- 4.02 Each managers and/or immediate supervisors and/or department heads is responsible to ensure all employees are trained under the Accessibility Standards for Customer Service and this policy, practices and procedure.

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5 DEFINITIONS

None

6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

Accessibility for Ontarians with Disabilities Act, 2005

**Accessibility Standards for Customer Service, Ontario Regulation
429/07**

7 PROCEDURES

- 7.01 Please use the feedback form template to fulfil the requirements of this policy. It is recommended that each Filter Solutions Inc. post the form to its website with the applicable contact information.
- 7.02 Feedback can be communicated to the Filter Solutions Inc. via telephone, email, mail, online form, verbally in person or any other means that effectively accommodates the person with the disability.
- 7.03 If an individual indicates that he or she would like a response, the Filter Solutions Inc. is responsible for addressing that individual's comments/suggestions in a timely fashion. In some cases, comments may be very specific to one situation. In other cases, comments may be broader and provide an opportunity for enhancing Filter Solutions Inc.'s policies and practices.
- 7.04 Record feedback received and actions taken.

This sample is modified and customized from the Ministry of Community and Social Services Accessibility Standard for Customer Service templates.