

**OTTAWA-CARLETON LIFESKILLS (OCL)
ACCESSIBILITY PLAN and COMPLIANCE with the
ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA) 2005**

SUPPORTING POLICY STATEMENT and PROCEDURE # 5

SUBJECT: FEEDBACK

OCL welcomes feedback as it encourages continuous service improvements. Feedback is defined as information about reactions to a product, a service, or a person's performance of a task, etc., and is used as a basis for improvement.

Comments on the services OCL provides are welcomed and appreciated. Feedback from a member of the public about the delivery of goods and services to persons with disabilities may be communicated to OCL by any means that effectively accommodates the person with the disability.

Upon request, this Supporting Policy Statement and Procedure is available in accessible formats and communication supports.

PROCEDURE

- a) OCL will respond to any feedback and will follow up on any comments, suggestions or complaints as pertains to the Accessibility Standards for Customer Service.
- b) Feedback may be made by any appropriate means ie: verbal or written (by telephone, hand written, in electronic format or through other methods) and must be directed to OCL management. All verbal feedback must be documented.
- c) If an individual indicates that he or she would like a response to their feedback, OCL will provide a response in a timely fashion and by a means that effectively accommodates the person and their disability.
- d) Complaints will be addressed immediately however, some complaints may require more time while the facts related to the complaint are being gathered and reviewed. As a minimum, within 2 business days of receipt of the complaint, the person will receive acknowledgement and assurances that OCL is looking into the matter. The response given must be documented and OCL will endeavour to ensure that it is in a format that is accessible to the person with the disability.

Reference Documents for Feedback

OCL Policies:

- C-4 Concerns, Complaints and Feedback Process
- C-5 Concerns, Complaints and Feedback Process for Families and/or the General Public

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