

Policy: Accessible Customer Service Standards	Procedure Number: 10.3
Subject: Customer Request and Feedback Procedure	Effective Date: January 1, 2010
	Revision Date:
Page: 1 of 3	

Accessible Customer Request and Feedback Procedure

Purpose:

The Township of Smith-Ennismore-Lakefield is committed to establishing, implementing and maintaining a process for receiving and responding to feedback about how to provide goods or services to persons with disabilities.

Procedures/Practice:

The Township of Smith-Ennismore-Lakefield has established a process for receiving and responding to feedback about the manner in which it provides goods or services to persons with disabilities and shall make information about the process readily available to the public.

1. The feedback process shall include the following:
 - i. The opportunity for the public to provide feedback in person, by telephone, in writing, or by delivering an electronic text by email or online, on disk or otherwise.
 - ii. The opportunity to provide as much information as possible when providing feedback so that the event can be readily identified by the Supervisor and/or Manager responsible for where the event took place. This information may include dates, times, names, contact information, a description of the event, etc.
 - iii. Feedback may be received by any person who deals with members of the public or other third parties on behalf of the Township, whether the person does so as an employee, agent, volunteer or otherwise. Feedback may also be received by any person who participates in developing the Township's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties. A copy of the feedback

shall be forwarded to the responsible Supervisor and to the Manager for review and reporting purposes.

- iv. An answer to the feedback is not mandatory, however, depending on the situation, the Supervisor and/or Manager responsible for where the event took place may deem it appropriate to respond to the customer. Should an answer be deemed appropriate and should the customer have chosen to supply his or her contact information, the customer may expect the said answer within a reasonable time frame.

** A sample Feedback Form is attached hereto as Form 11.4 to this Policy.*



Customer Feedback Form

Thank you for visiting Smith-Ennismore-Lakefield. We value all of our customers and strive to meet everyone's needs.

Please tell us the date and time of your visit: _____

Did we respond to your customer service needs today?
 Yes No

Was our customer service provided to you in an accessible manner?
 Yes Somewhat No (Please Explain)

Did you have any problems accessing our goods and services?
 Yes (Please Explain) Somewhat (Please Explain) NO

Please add any other comments you may have:

Contact information (optional)*:

Thank you.

Please submit this form to:

The Township of Smith-Ennismore-Lakefield
P.O. Box 270
Bridgenorth, ON K0L 1H0
(705) 292-9507
Fax (705) 292-8964
www.smithennismorelakefield.on.ca

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Act.