

Purpose

This procedure implements, in part, the City of Peterborough's Corporate Accessibility 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.

Application

This procedure applies to:

- Formal feedback, received through the City's website (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;
- Every customer service representative;
- 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;
- Premises, where City goods or services are offered, to which the public or other third parties have access; and
- Managers/supervisors of facilities and service areas where City goods or services are provided who are responsible for ensuring compliance with this procedure.

Procedure

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 (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.

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 customer service representative 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 customer service representative 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 customer service representative or manager/supervisor of the facility or service area to ensure the feedback is taken into consideration for future provision of goods or services.

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 and will be provided in other formats as requested.