

The Keewatin-Patricia District School Board will monitor the effectiveness of the implementation of the Accessible Customer Service Standard through a process for receiving and responding to feedback. Information about the feedback process will be readily available to the public and will allow people with disabilities to provide feedback using a number of methods.

Implementation

The Director of Education and/or designate will be responsible to implement a process for feedback on accessible customer service. The process will have the following components:

Information on the Board and school websites inviting users of Board services to provide feedback on their experience with or concerns about access to services for people with disabilities.

Printed information available through school offices and public offices of the Board to invite people with disabilities to provide feedback on their experience with or concerns about accessibility of services. Consideration should be given to providing information in alternate forms.

Information on how the Board will respond to feedback.

Guidelines

The Board will create a feedback process that will review the implementation of this policy with the Board's various constituency groups. Examples include but are not limited to: Special Education Advisory Committee (SEAC), Unions, Citizen's groups. Methods would include electronic means such as websites.

(*Note: Consultation relates to membership of these groups as providers of Accessible Customer Service)

The Director of Education and/or designate will create a process for reviewing implementation of the policy on Accessibility Standards for Customer Service that includes consultation with various constituency groups including Special Education Advisory Committee (SEAC), Unions, Citizen's groups. Consultation methods could include electronic feedback and focus groups.

Methods for Feedback

A range of methods for soliciting feedback will be employed to ensure optimum access to the feedback process by people with disabilities.

Methods could include e-mail, verbal (in person or by telephone) input, completing and submitting the *Accessibility Feedback Form* (AODA-2)

The Assistant Manager, will provide a response to the person with feedback within five (5) business days.

Proactive Measures for Accessible Customer Service

To ensure ongoing efficient and effective adherence to the Board's policy on *Accessibility Standards for Customer Service*, the Board, principals/designates and supervisors/managers including those presenting the Board in multi-board consortia will take into account the impact on people with disabilities when purchasing new equipment, designing new systems or planning a new initiative.

Sample Notice Regarding Feedback

The Keewatin-Patricia District School Board is committed to ensuring that its services meet optimum standards of accessibility for people with disabilities using the facilities and services of the Board. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way that the Keewatin-Patricia District School Board provides services to people with disabilities can be made by completing and submitting the *Accessibility Feedback Form*.

Response to the feedback will be provided with a phone call directly to you by the Facilities Manager within five (5) business days of receipt of same.