



PROCEDURE

TOWNSHIP OF UXBRIDGE

SUBJECT: FEEDBACK MECHANISMS

DEPARTMENT: ALL

DATE ORIGINATED: SEPTEMBER, 2009

**REFERENCE: ONTARIO REGULATION 429/07
Accessibility for Ontarians With Disabilities Act, 2005**

1. OVERVIEW:

Under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) all Ontario Municipalities with populations in excess of 10,000 are required to comply with *Accessibility Standards for Customer Service, Ontario Regulation 429/07* no later than January 1st, 2010.

One of the requirements of Ontario Regulation 429/07 is to have in place a procedure for receiving and responding to customer feedback with respect to the manner in which the Township of Uxbridge provides goods and services to persons with disabilities.

2. REQUIRED COMPETENCIES:

Not Applicable.

3. PROCEDURES FOR RECEIVING FEEDBACK:

- All feedback, regardless of the method of submission, shall be directed to the Township Deputy Clerk, or designate
- Feedback may be received in the following ways
 - In person to the Township Deputy Clerk or designate, in the Township Clerk's office during normal business hours
 - By telephone to the Township Deputy Clerk or designate

- In writing to the Township Deputy Clerk or designate at the Township's mailing address
 - By electronic mail to accessibility@town.uxbridge.on.ca
 - By any other means of communication to the Township Deputy Clerk
 - Feedback forms shall be available at all Township facilities (Town Hall, Uxbridge Libraries, Community Arena, Uxpool, Community Halls, Historical Centre, Music Hall, Seniors Centre) and on the Township's website
 - The Township website shall allow on-line submission
 - The ability and means by which to submit feedback shall be promoted on the Township website, on the Township Page in the local newspaper and through notices posted at the Town Hall and other Township facilities where feedback forms are available
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4. PROCEDURES FOR RESPONDING TO FEEDBACK

- Township Deputy Clerk or designate must complete a Record of Customer Feedback on Accessibility for Ontarians with Disabilities Form
- Township Deputy Clerk or designate to acknowledge receipt of Feedback Form within two (2) business days
- Township Deputy Clerk or designate to forward feedback to appropriate Senior Manager
- Senior Manager to determine appropriate action
 - Forward to Manager/Supervisor
 - Contact person submitting form for further information, if required
 - Contact employee, if identified, for additional information
- Senior Manager to review barrier(s) identified in Feedback
 - Must determine if physically / financially feasible to remedy the barrier (it may not be feasible to eliminate all barriers)
 - If feasible to remedy barrier, a plan to do so must be developed
 - Plan will include timeline, costs and delegation of responsibilities
 - Decision regarding feasibility of addressing feedback must be made within:
 - 5-10 business days if no plan needs to be developed
 - 15-30 business days where plan is required
 - 30 business days, or more, where plan required or significant additional information, extensive details required (i.e. Quotes, Tenders or RFP's required)
- Senior Manager must advise the Township Deputy Clerk or designate of the decision and reasons for it
- Where the response is to exceed 10 business days, an update must be provided to the Township Deputy Clerk or designate

- Township Deputy Clerk or designate must advise the person who submitted the Feedback Form of the decision and reasons for it, or provide an update
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5. PROCEDURES FOR MAKING THE FEEDBACK PUBLIC

- Feedback Forms and processes are to be advertised:
 - At all Township facilities
 - Township website
 - Regular Notices on Township Page (local newspaper)
 - Notice in Recreation Guide
 - Notice in Tax Bills
 - Advertising to be available in alternate formats, if requested
 - Advertising to include information regarding methods of submitting Feedback Form
 - Form shall note that personal information is optional
 - Form shall note that Township Deputy Clerk or designate is responsible for receiving all Feedback Forms
 - Form shall note that acknowledgement will be received within 2 business days where Contact Information given
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6. TEMPLATE FORM: CUSTOMER FEEDBACK ON ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES

Attachment 1

7. TEMPLATE FORM: RECORD OF FEEDBACK FORM

Attachment 2

Customer Feedback on Accessibility
For Ontarians with Disabilities

The Township of Uxbridge strives to meet the needs of all of our citizens. We use your feedback to make sure that we meet reasonable expectations and can provide our services to all of our users, and make improvements, where necessary.

Note: This form is also available online at www.town.uxbridge.on.ca and is available in alternate formats in the Township Clerk's Department, upon request.

Which Township of Uxbridge facility did you visit? _____

If you visited Town Hall, which Department did you visit? _____

When did you visit this Township of Uxbridge facility(date and time)? Date _____

Time _____

Did we respond to your Customer Service needs?

YES

NO

Was our Customer Service provided in an accessible manner?

YES

SOMEWHAT

NO

Please explain: _____

Did you have any problem accessing our services?

YES

SOMEWHAT

NO

Please explain: _____

Do you have any other comments?

Contact Information (OPTIONAL)

Name: _____

Address: _____

Phone No.: (Day)_____ (Evening)_____

E-mail Address: _____

Preferred Method of Contact Mail Phone E-mail

Record of Customer Feedback on Accessibility
For Ontarians with Disabilities

Date Feedback Form Received: _____

Date Feedback Form Acknowledged: _____

Contact Information

Name: _____

Address: _____

Phone No.: (Day) _____ (Evening) _____

E-mail Address: _____

Preferred Method of Contact: Mail Phone E-mail

Summary of Feedback:

Senior Manager Assigned to: _____

Date for Update to Deputy Clerk: _____