



**BOARD PROCEDURES:
F-17 ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE/MONITORING
AND FEEDBACK**

Procedure #: F-17P/07-27

These procedures outline the practices to be followed by Board and School Staff regarding the implementation of the F-17 Accessibility Standards for Customer Service policy – Monitoring and Feedback.

DEFINITIONS

The Northeastern Catholic District School Board (NCDSB) 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.

PROCEDURES

1.0 Responsibility

- 1.1 The Director of Education and/or designates will implement a process for feedback on Accessible Customer Service that has the following components:
 - (a) 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;
 - (b) 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;
 - (c) Information on how the Board will respond to feedback.
- 1.2 The Director of Education and/or designates will create a process for reviewing implementation of the policy on *Accessibility Standards for Customer Service* that includes consultation with various constituency groups including the Special Education Advisory Committee (SEAC), the Joint Health & Safety Committee and school councils.

2.0 **Methods for Feedback**

- 2.1 A range of methods for soliciting feedback will be employed at board sites to ensure optimum access to the feedback process by people with disabilities. Feedback methods may include e-mail, verbal input, a suggestion box or feedback card.
- 2.2 The feedback process will provide the title(s) of the person(s) responsible for receiving feedback and indicate how the Board's response to the feedback will be made known.

3.0 **Proactive Measures for Accessible Customer Service**

- 3.1 To ensure ongoing efficient and effective adherence to the Board's policy on *Accessibility Standards for Customer Service*, the Board, its managers and its school-based administrators will take into account the impact on people with disabilities when purchasing new equipment, designing new systems or planning a new initiative.

Sample Notice For Feedback

NOTICE:

The Northeastern Catholic 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.

The public and/or employees may provide feedback regarding the way the Northeastern Catholic District School Board provides services to people with disabilities:

- a) by mail addressed to: Northeastern Catholic District School Board
101 Spruce Street North
Timmins ON P4N 6M9
- b) by telephone: 705-268-7443 (NCDSB Board office) or by calling
your local school
- c) by email: landryb@ncdsb.ca
- d) in person at: Northeastern Catholic District School Board
101 Spruce Street North
Timmins ON P4N 6M9

All feedback will be directed to the Manager of Plant. Responses to signed feedback will be provided in writing if a return postal or email address is given. Unsigned correspondence will not be answered.