

Title	MONITORING AND FEEDBACK ON ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE		Procedure No.	5012d
Department	Director's Services			
Reference(s)	Policy: Accessibility Standards for Customer Service	Effective Date	2009 Dec. 15	

- 1.0 The Board will monitor the effectiveness of 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.

2.0 **Responsibility**

The Director of Education and/or designate will be responsible for the process of Monitoring and Feedback on Accessible Customer Service.

3.0 **Procedures for Monitoring and Feedback**

- 3.1 The Director of Education and/or designate will implement a process for Feedback on Accessible Customer Service that includes the following components:
- a. Information on the Board website 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. Consideration should be given to providing information in alternate formats.
 - c. Information on how the Director and/or designate will respond to feedback.
- 3.2 The Director of Education and/or designate will consult on an annual basis with various constituency groups including the Special Education Advisory Committee (SEAC), Federations, unions, Community Service Providers, (eg. CNIB) and other stakeholders to review the implementation of the policy and procedures on Accessibility Standards for Customer Service. Consultation methods could include electronic feedback and focus groups.

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3.3 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 in-person, by telephone, in writing, by e-mail, and on-line.

- 3.4 The Director of Education and/or designate will receive and review all feedback and respond directly to the individual(s) within (15) fifteen school days. Feedback submissions will be reviewed annually with the TVDSB Accessibility Working Group.

Need Appendix A - Feedback Form

Appendix B - Record of Feedback Form

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