



Accessibility Standards for Customer Service Feedback Process

The District School Board of Niagara is committed to making every effort to provide services to students, parents/guardians, the public and staff that are free of barriers and biases. The District School Board of Niagara developed Policy C-3 “SERVICE ACCESSIBILITY STANDARDS FOR ONTARIANS WITH DISABILITIES” which states “The Board will develop a process to receive feedback from the public in order to monitor the implementation of the Accessibility Standards for Customer Service.”

The District School Board of Niagara 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.

Process to initiate feedback

The District School Board of Niagara has implemented 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. Those wishing to make feedback comments can do so electronically at inquiries@dsbn.edu.on.ca
- (b) Printed information is available through school offices and public offices of the Board to invite people with disabilities to provide in person verbal feedback on their experience or concerns about accessibility of services. The attached Appendix is a form entitled “Accessibility Standards for Customer Service Feedback Form” to be used to provide feedback comments
- (c) A feedback process that allows a caller via the telephone to call the Board Office at (905) 641-1550 X 54304 and provide their feedback to the Board contact. Information taken over the phone will be placed on the attached Form

Process to respond to feedback

Regardless of which process is used to provide feedback, the attached Form will always be used to record and track feedback. The attached Form will either be filled in directly by the person providing the feedback or by the person receiving the feedback.

All “Accessibility Standards for Customer Service Feedback Forms” submitted will be forwarded to the District School Board of Niagara Board Office to the attention of “Health and Safety.” All forms will be reviewed by the Board contact and forwarded to the appropriate person(s) to initiate corrective measures if required. Several persons or Departments may be required to ensure the right people and right resources are allocated to resolve any issues noted through the feedback process. Response to the feedback will be provided by direct communication with the individual via phone, email or by mailing.

This Accessibility Standards for Customer Service Feedback Process document will be made readily available to all persons upon request via any of the noted communication methods listed above under the heading of “Process to initiate feedback.”

Please see attached Appendix “Accessibility Standards for Customer Service Feedback Form.”



Accessibility Standards for Customer Service Feedback Form

Thank you for visiting the District School Board of Niagara. We value all of our visitors and strive to meet everyone’s needs. Please tell us the date and time and location of your visit:

Date: _____ Time: _____

Location: _____

Did we respond to your customer service needs on this day?

YES SOMEWHAT NO

Was our customer service provided to you in an accessible manner?

YES SOMEWHAT NO (please explain below)

Did you have any problems accessing our goods and services?

YES (please explain below) SOMEWHAT (please explain below) NO

Please provide details of your customer service experience:

Contact Information:

(Optional)

Name

Name of Organization

Address

Home Phone Number

Business Phone Number

E-mail Address

Name of person filling in the form if different from above: _____

**Please submit Form to District School Board of Niagara, 191 Carlton Street,
St. Catharines, Ontario, L2R 7P4 to the attention of “Health and Safety.”**