

**THE PROTESTANT SEPARATE SCHOOL BOARD
OF THE TOWN OF PENETANGUISHENE**

ADMINISTRATIVE PROCEDURE

POLICY TITLE:

**Monitoring and Feedback on Accessible
Customer Service**

SECTION/CODE:

School Operations D – 16 B

APPROVAL DATE:

November 12, 2012

SUPERSEDES:

March 29, 2010

NUMBER OF PAGES:

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1. RESPONSIBILITY

- 1.1 The process for feedback on Accessible Customer Service has the following components:
 - 1.1.2 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.
 - 1.1.3 Printed information available through the School office and the Board office 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.
 - 1.1.4 Information on how the Board will respond to feedback.
- 1.2 The Board 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), Elementary Teachers' Federation of Ontario (ETFO) and citizens' groups. Consultation methods could include electronic feedback and focus groups.

2. METHODS FOR FEEDBACK

- 2.1 A range of methods for soliciting feedback will be employed to ensure optimum access to the feedback process by people with disabilities. A sample Notice Re: Feedback is attached as APPENDIX A.
- 2.2 Methods could include e-mail, verbal input, or feedback form.
- 2.3 The feedback process should include 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.

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3. 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 school-based administrator and its managers will take into account the impact on people with disabilities when purchasing new equipment, designing new systems or planning a new initiative.

Acknowledgment

The Protestant Separate School Board of the Town of Penetanguishene acknowledges and appreciates the contribution of the Simcoe County District School Board in the development of this policy.

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APPENDIX A

SAMPLE NOTICE RE FEEDBACK

The Protestant Separate School Board of the Town of Penetanguishene 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 the Protestant Separate School Board of the Town of Penetanguishene provides services to people with disabilities can be made by e-mail, verbally, or by letter.

All feedback will be directed to Comptroller of the Board. Response to your feedback will be provided in writing.