

<b>STATEMENT of POLICY and PROCEDURE</b>			
Manual:	Accessibility Standards	SPP No.	<b>AS 2.06</b>
Section:	Customer Service	Issued/re-issued:	Dec. 4, 2017
Subject:	<b>Customer feedback policy</b>	Effective:	January 1, 2012
Issue to:	All Employees and Customers of First Reference Inc.	Page:	1 of 5
		Replaces:	<b>AS 2.06</b>
Issued by:	First Reference Inc.	Dated:	Dec. 4, 2016

## **1 POLICY**

- 1.01 First Reference Inc welcomes feedback as it encourages continuous service improvements. Feedback from a member of the public about the delivery of goods and services to persons with disabilities may be given by telephone, in writing, in electronic format or through other methods. An online feedback form is prepared and should be used for that purpose.
- 1.02 First Reference will notify the public about the availability of this feedback process in accessible formats and with communication supports.
- 1.03 First Reference has established procedures relating to accessible formats and communications supports for persons with disabilities and notification procedures for the public about the availability of accessible formats and communication supports. Please refer to these policies and notification.
- 1.04 First Reference will ensure that it has processes for receiving and responding to feedback that are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports upon request.

## **2 PURPOSE**

- 2.01 The purpose of this Statement of Policy and Procedure is to implement a process for individuals to provide feedback on how First Reference Inc provides goods and services to people with disabilities, responds to any feedback and take action on any complaints/suggestions, as required by the Customer Service Standards. Feedback from our customers gives the First Reference Inc the opportunity to learn, improve and acknowledge performance.

## **3 SCOPE**

- 3.01 This policy applies to all employees, all facilities and services of First Reference Inc in Ontario.

## **4 RESPONSIBILITY**

- 4.01 It is the responsibility of the managers and/or immediate supervisors and/or

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department heads to ensure that all employees follow the guidelines set out in this policy.

- 4.02 Each managers and/or immediate supervisors and/or department heads is responsible to ensure all employees are trained under the Customer Service Standard and this policy, practices and procedure.

## **5 DEFINITIONS**

None

## **6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE**

**Accessibility for Ontarians with Disabilities Act, 2005  
Integrated Accessibility Standards, ON. Reg. 191/11**

## **7 PROCEDURES**

- 7.01 Please use the feedback form template prepared by First Reference to fulfil the requirements of this policy.
- 7.02 Any process currently in place for receiving and responding to feedback (i.e., questionnaires, surveys, ect.) will be provided in an accessible format and with communication support upon request.
- 7.03 This policy and feedback process/form will be posted in a conspicuous place. At this time, First Reference feedback form can be accessed online at <http://www.firstreference.com/contactUs.aspx>
- 7.04 Feedback can also be communicated to First Reference via telephone, mail, verbally in person or any other means that effectively accommodates the person with the disability.
- 7.05 The public will be notified about the availability of accessible formats and

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communication supports.

7.06 If an individual indicates that he or she would like a response, First Reference Inc is responsible for addressing that individual's comments/suggestions in a timely fashion. In some cases, comments may be very specific to one situation. In other cases, comments may be broader and provide an opportunity for enhancing First Reference Inc's policies and practices.

7.07 Feedback received and actions taken will be recorded and retained for a certain period of time.

7.08 The assessment of this policy is an ongoing process and must be scheduled when needed.

7.09 Policies governing how the organization is committed to accessibility must be reviewed at least annually or when there are changes to the law or to procedures or when an incident or breach occurs.

7.10 **Feedback process and form**

First Reference has developed a process and form for customers and the public to provide feedback on how the organization is providing accessible information and communications that meets their needs. That process includes how we respond to such feedback in a timely manner.

The process consists of the following:

Information will be posted at our offices and placed on the First Reference's website inviting users of its services or the public to provide feedback on their experience with or concerns about the information and communications system/platform including all types of company documentations received or used.

Printed information is available inviting people with disabilities to provide feedback on their experience or concerns about the accessibility of First Reference's information and communications system/platform and

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documentations used. The accessible information and communication system/platform feedback form is used for that purpose. This form can be emailed, faxed, mailed and submitted online.

Those wishing to make feedback comments can do so:

- Electronically by email at [info@firstreference.com](mailto:info@firstreference.com)
- In person and verbally, at our offices at 50 Viceroy Unit 1, Concord, Ontario,
- By telephone at 905-761-7305 etc. 3
- Via the organization's corporate website [www.firstreference.com](http://www.firstreference.com)
- In any other format necessary that meets the need of the person with a disability

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

7.12 Employees must ensure these requests are dealt with immediately. Some feedback may, however, require more time to address and may need to be reviewed before an action is taken.

7.13 First Reference will respond to the feedback using the same format in which it was received.

7.14 First Reference will not impose any additional charge for information provided in accessible formats in excess of the regular cost charged to other persons.

7.15 First Reference will levy an additional cost for the provision of communication supports needed to access information in accessible formats. The price list for these costs is attached and will be posted on the company website at [firstreference.com](http://firstreference.com).

7.16 Employer must record and retain all feedback received and note when it was

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submitted, how it was submitted, who received the feedback, what was requested, when and how it was dealt with, by whom and when, and if the feedback was dealt with to the satisfaction of the customer.

- 7.17 This policy has been developed to provide accessible services for clients with disabilities. If any member of the public has a question about this policy, or if the purpose of the policy is not understood, an explanation will be provided by contacting [insert person responsible]. This policy is available in an alternative format upon request.
- 7.18 This policy will be available on the organization's corporate website and at the reception area.
- 7.19 This policy is available in an alternative format upon request.