



Accessibility Feedback Procedure

Accessibility Policy 003-2013 (as amended and approved January 25, 2017)

Purpose and Application:

The purpose of this procedure is to establish a process to enable members of the public to comment on the goods, services or facilities offered by the Municipality of North Middlesex.

Implementation:

The Municipality of North Middlesex welcomes public input as feedback helps to identify areas where changes need to be considered and ways in which the Municipality can improve the delivery of goods, services and facilities.

The Municipality is committed to establishing, implementing and maintaining a process for receiving and responding to feedback about how to enhance the provision of goods, services and facilities to people with disabilities.

All staff should be advising those who want to provide feedback related to Municipal goods, services or facilities to fill out a Customer Service Feedback Form.

To Submit Feedback:

If a member of the public wants to provide feedback regarding the goods, services or facilities they have received:

- The member of the public with the concern should have a discussion with the staff member who is involved in the situation where possible.
 - Should discussion not resolve the complaint or the member of the public is uncomfortable discussing the issue with the staff member, the member of the public should fill out a Feedback Form.
- Staff will assist the member of the public with providing feedback, when requested.
- The information to be provided should include the date, a description of feedback, any suggestions by the member of the public on how to resolve if there was an issue and personal contact information if they want to be contacted with a response.
- The form shall be forwarded to the Municipal Clerk who will forward to the appropriate Manager responsible for the Department and the Accessibility Coordinator.
- The Manager will attempt to resolve the complaint in a timely manner, with the assistance of the Accessibility Coordinator, as required.
- If the member of the public has requested a response, the staff should include:
 - An explanation of how the suggestion will be implemented;
 - Whether further investigation is necessary;

- The reason if the Municipality is unable to resolve the matter or implement the suggestion; and
- What other steps may be taken to improve the service.

When Requesting Feedback from the Public:

If the Municipality is requesting feedback from the public, it shall ensure that materials associated with the feedback process can be made available in an accessible format or with a communication support, upon request.

Refer to the Accessible Formats and Communication Support Procedure for more information.



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Accessibility Survey Form

Thank you for visiting the Municipality of North Middlesex. We value our customers and strive to meet everyone's needs.

Definition of Accessibility: *means giving people of all abilities opportunities to participate fully in everyday life*

Definition of Access: *a means of entering or approaching a place; the opportunity or right to experience or make use of something*

Please tell us the date and time of your visit:

Did we respond to your customer service needs today?

Yes No

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

Yes **Somewhat** (please explain below) No (Please explain below)

Did you have any challenges accessing our goods and services?

Yes (please explain below) Somewhat (please explain below) No

Is there anything you wish we did differently to accommodate you or your accessibility needs?

Please add any other comments you may have:

Contact Information: (optional) _____

Thank You,

Municipality of North Middlesex



MUNICIPALITY OF NORTH MIDDLESEX
RECORD OF ACCESSIBILITY SURVEY
(for municipal use only)

Date Feedback Received: _____

Name of Customer (optional): _____

Contact Information (optional): _____

Details : _____

Action to be taken: _____

CAO Approval _____

Date: _____