
Feedback Process Policy

This Policy is consistent with the equivalent corporate policy of the City of Oshawa.

1. Purpose

The purpose of this policy and procedure is to establish a system-wide approach for receiving and responding to feedback in the provision of goods and services to persons with disabilities. The objective is to:

- clarify the methods and process for receiving and responding to feedback;
- outline the actions required if a complaint is received; and,
- provide documentation as required by the *Accessibility for Ontarians with Disabilities Act, (AODA) 2005, Ontario Regulation 429/07.*

2. Policy

To meet the requirements of The Accessibility Standard for Customer Service (Ontario Regulation 429/07) made under *the Accessibility for Ontarians with Disabilities Act, 2005*, this Policy and Procedure has been created by Oshawa Public Libraries staff, volunteers and agents.

This process will:

- identify how the Library will receive and respond to feedback about the manner in which it provides goods and services. Persons with disabilities will be able to provide their feedback in person, by telephone, by mail, email or otherwise;
- identify how information about this process is made available to the public; and,
- specify the actions that the Library will take if a complaint is received.

For the purposes of this policy, any reference to “staff” also applies to Library volunteers and agents.