



FEEDBACK PROCESS FOR CUSTOMER WITH DISABILITIES ACCESS STANDARDS

The ultimate goal of La ribambelle's Customer Service Policy is to meet and surpass client expectations while serving customers with disabilities. We value all feedback regarding the way services are provided. Feedback can be provided through **any** of the following channels:

In person / In writing: 403, Springbank Drive, London ON N6J 1G7
General Inquiry Line: *London:* 519-472-2334 / *Sarnia:* 519-542-2129
Fax no.: *London:* 519-472-1374 / *Sarnia:* 519-542-4473
By email: info@laribambelle.ca or **Online:** www.laribambelle.ca
Other electronic forms: memory stick, compact disc

When providing feedback to La ribambelle, individuals are encouraged to mark their correspondence, fax or e-mail with the heading "Feedback" and provide contact information to reply. Information on La ribambelle's feedback process will be available upon request.

Information about the availability of this documentation is included in the posted public notice at La ribambelle's reception area and on La ribambelle's website.

La ribambelle's staff responsibilities:

Please refer to Appendix A for an overview of the Ministry's feedback process. Upon reviewing the feedback and determining it to be a complaint, the sender will receive a receipt to acknowledge the complaint – provided that contact information has been supplied – according to the OPS Common Service Standards, namely:

Action by la ribambelle:

- Complaint received in-person or by telephone *: Complaint acknowledged within 2 business days. Follow-up reply, if complaint not resolved in acknowledgement, as committed to in initial acknowledgement.
- Complaint received by mail, by fax, or by e-mail or other online connection: Answered within 15 business days, or if conclusive response not possible within that time then an acknowledgement within 5 business days. Follow-up reply, if complaint not resolved within 15 days, and as committed to in initial acknowledgement.

* *La ribambelle's staff who are the recipients of verbal feedback – either given in person or by telephone – will record the complaint (see Appendix A for a sample recording form) and forward the information immediately to Accessibility Lead for action.*

Format of response to complainant:

The format of response to feedback will be determined on a case-by-case basis. Responses can be provided in person, or by phone, fax, letter or email.