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**ACCESSIBLE CUSTOMER SERVICE –
FEEDBACK**

POLICY

CMHA has established a process for receiving and responding to feedback about the way the organization provides goods or services to people with disabilities including the actions to be taken if a complaint is received.

CMHA builds upon the requirements of “Accessibility Standards for Customer Service” to enhance opportunities for individuals to provide feedback and suggestions on ways to enhance customer service for all individuals.

PROCEDURES

Feedback can be a great way to identify how well we are responding to the needs of individuals and areas where improvements or changes might be required. If an issue or problem does arise, it can also be a way for CMHA to build positive relationships out of what could have been a negative experience. Information about the feedback process is readily available to the public.

CMHA is committed to excellence in serving all individuals including people with disabilities and we will carry out our functions and responsibilities in the following area:

Feedback:

1. CMHA is committed to providing high quality customer service and wants to continue to enhance and improve the accessibility of our customer service to all individuals, applicants for housing, visitors, members of the community who use our facilities, and other members of the public with disabilities.
2. A process to receive feedback on the provision of goods and services to tenants/customers with disabilities accessing services at CMHA has been established. This process enables people to provide feedback either in person, by telephone, in writing, by email, online, on disk or by another method.
3. A Feedback Form can be filled out online on our website, downloaded in accessible formats from the website, or a copy of the form can be picked up in our building office. The feedback form is available in alternate formats when requested.
4. Responses to feedback received are not mandatory. If a person who submits feedback requests a response and provides contact information, CMHA will follow-up with the individual in the format in which the feedback was received, within ten (10) working days. All feedback will be kept in the strictest confidence and will be used to improve customer service. See Complaint Policy for process and more details.

REFERENCE DOCUMENTS

AUTHORITY: CEO