

Customer Service Standards

Accessibility

Customer Service Feedback Process

Customer Feedback Process

In accordance with the AODA (Accessibility for Ontarians with Disabilities Act), the Dufferin-Peel Catholic District School Board has established a customer feedback process for receiving and responding to customer concerns/questions/inquiries about the way the board provides services to people with disabilities. The process is available to anyone who accesses board/school facilities, products or services, including: parents/guardians, ratepayers, permit holders/users, suppliers, vendors, and the general public.

All concerns related to accessibility to services for people with disabilities should be directed to the Office of the Principal-Equity, Diversity and Inclusive Education to the attention of Les Storey. This Office is part of the Communications & Community Relations Department.

Contact information for Les Storey

Telephone (905) 890-0708, ext. 24405

Email les.storey@dpcdsb.org

Mail Les Storey, Principal - Equity,
Diversity & Inclusive Education
Dufferin-Peel Catholic District
School Board
40 Matheson Blvd. West,
Mississauga, ON, L5R 1C5

All inquiries will be reviewed and responded to, at least on an acknowledgement basis, within two (2) business days of receipt by the Office of the Principal, Equity, Diversity and Inclusive Education.

Final response/action taken will be based on the nature of the issue.

Response will be provided by means of the preferred choice of the customer where possible and practical, eg., in person, by telephone, in writing via regular mail or email, on an analog

audio cassette or digital audio CD, in large print text documents, in Braille, or by another method agreed upon by the customer and the Principal, Equity, Diversity & Inclusive Education.

Inquiries and responses will be tracked to ensure we provide the best possible service to customers. Anticipated inquiries may be related, but not restricted to the following:

- ▶ Access to facilities for persons in wheelchairs;
- ▶ Access to board or school documents for persons with hearing or sight-related disabilities;
- ▶ Access to assistive devices;
- ▶ Use of service animals or support persons;
- ▶ Training on accessible customer services;
- ▶ Planned/temporary disruptions to services/facilities.

We anticipate that developments in the area of accessible customer service standards will be ongoing and new or revised information will be updated, posted and shared on an ongoing basis.

For further information, please contact Les Storey, Principal of Equity, Diversity and Inclusive Education as noted above.

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