

Accessible Customer Service Feedback Procedure

All staff shall ensure that accessible customer service is provided to all customers in accordance with this procedure and the Accessibility Policy.

A) What we need to do

1. The City of Windsor recognizes that every person has the right to make a complaint, offer a suggestion or compliment us on the way we provide goods and services to people with disabilities.
2. Customers are invited to provide their feedback and receive a response in the manner most convenient to them.
3. Feedback will be logged into our Corporate Service Request system to ensure appropriate follow up and reporting. The CSR system is available to all employees online at 311online.ca
4. The Accessibility and Diversity Officer shall review all feedback pertaining to service expectations for persons with disabilities.
5. We will respond to all feedback in accordance to our Customer Service Standards.

B) How Customers Can Provide Feedback

Customers may provide feedback in any of the following methods:

By contacting 311 in the following ways:

- Telephone – 311
- TTY/TEXTNET: 1-866-488-9311
- FAX : 519-256-3311
- EMAIL: (311@city.windsor.on.ca)
- ONLINE: www.311online.ca

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- a. In writing: City of Windsor
c/o Customer Service
Suite 410, 400 City Hall Square East
Windsor N9A 5T7
- b. In person at any service counter

C) How We Will Respond to Feedback

All feedback received will be entered into the Customer Service Request system and directed appropriately for action and or response.

Departments must ensure all feedback directed to them is completed.

The Accessibility and Diversity Officer will review all feedback pertaining to to service expectations for persons with disabilities and assist in the resolution or response to feedback as required.

Reports will be provided quarterly to the Windsor Accessibility Advisory Committee and the Accessibility and Diversity Officer for their review.

Feedback will be responded to in accordance with our Customer Service Standards.

- Written correspondence within 3 business days.
- Telephone correspondence within 2 business days.

D) How will Customers Know About our Feedback Process

Notice of the City of Windsor Feedback process will be made available.

- Online at www.citywindsor.ca
- By contacting 311 in the following ways
 - Telephone – 311
 - TTY/TEXTNET: 1-866-488-9311
 - FAX : 519-256-3311
 - EMAIL: (311@city.windsor.on.ca)
 - ONLINE: www.311online.ca
 - Through information available at service counters

APPENDIX A

How to Fill Out the Accessible Customer Service Feedback Request

When a customer advises that they wish to provide feedback on Accessible Customer Service, employees must fill out the Accessible Customer Service Feedback Request (SR).

STEP ONE:

Click on the 311 icon on Dashboard or on the City website at www.citywindsor.ca.

- 1) Click on 311online
- 2) Click on the drop down menu under TYPE and choose Accessible Customer Service Feedback

STEP TWO:

Fill out all sections of the service request.

NOTE: An email address must be included. Customers will receive an automatic notification of their tracking number. If the customer does not have email, the employee should enter his or her own corporate email. The service request will not work unless an email address is provided.

STEP THREE:

Once the Service Request has been logged, customers should be provided with the SR tracking number. This allows the customer to follow up on the status of their request either online or by calling 311.

What if you have trouble accessing the online form?

If employees experience technical difficulties when accessing 311 online, please print and fill out the attached feedback form.

Employees can ask if the customer wishes to fill out the form on their own or alternatively can offer to assist the customer in filling it out.

Advise the customer that they will be contacted with a SR tracking number and further information on their request once it has been entered into the system.



Accessible Customer Service Feedback Printable Form

Please check appropriate boxes and fill out sections.

1. Is the feedback a Concern or a Compliment
2. Is this feedback regarding a City owned facility or a City service?
Yes No Do Not Know
3. What is the name of the facility?

4. What does the feedback pertain to?
 - Accessible Communication
 - Assistive Devices
 - Service Animals
 - Service Disruptions
 - Support Persons
 - Other (*Please specify in the additional comments section below*)

5. What is the best way to contact you?
 - Email
 - Phone
 - Textnet/TTY
 - Other (*Please specify in the additional comments section below*)

6. Are you a City of Windsor employee logging this for a customer?

Yes

What is your name? _____

What is your Department? _____

No

Additional Comments

Customer Contact Information: *(This section is required)*

Name: _____

Address: _____

Postal Code: _____ Phone: _____

Email: _____

Date: _____ Time: _____

RETURN COMPLETED FORM TO:

In person: At any City of Windsor service counter

By mail: City of Windsor
Call Centre
Suite 410
400 City Hall Square East
Windsor N9A 5T7

By Fax: 519-256-3311