

**THE CORPORATION OF THE TOWN OF GANANOQUE BY-LAW
BY-LAW NO. 2017-053**

**BEING A BY-LAW TO ESTABLISH A CUSTOMER FEEDBACK POLICY FOR THE
TOWN OF GANANOQUE.**


AND WHEREAS section 5 of the Municipal Act, 2001, S.O. 2001, c. 25, the powers of a municipal corporation are to be exercised by its Council;

AND WHEREAS the Municipal Act, 2001, S.O. 2001, c. 25, provided that the powers of every Council are to be exercised by By-law;

NOW THEREFORE the Council of the Corporation of the Town of Gananoque enacts as follows:

1. That the Customer Feedback Policy for the Town of Gananoque attached hereto as Schedule 'A' and forming part of this by-law is hereby adopted.
2. That this by-law come into force and effect on the date of passing.
3. That any by-law inconsistent with this by-law is hereby repealed.


READ THREE TIMES and finally passed this 18th day of July 2017.



Mayor, Erika Demchuk



Deputy Clerk, Linda Robinson

		THE CORPORATION OF THE TOWN OF GANANOQUE CUSTOMER FEEDBACK POLICY	
POLICY NO.	2017-08	APPROVAL DATE:	July 18, 2017
AUTHORITY	Council	EFFECTIVE DATE:	July 18, 2017
SUBJECT	CUSTOMER FEEDBACK - ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT – O. Reg 191/11		

POLICY

The Corporation of the Town of Gananoque recognizes that receiving feedback provides a valuable opportunity to learn and improve. The Town also recognizes the rights of our customers to offer a suggestion, make a complaint, or compliment us on the way we provide goods or services.

It is the policy of the Corporation of the Town of Gananoque to have an established process for receiving and responding to feedback on the manner in which we provide our goods and services to people with disabilities and to make information about this process readily available.

OBJECTIVE(S)

The objectives of this policy are to:

- Outline the process for receiving and responding to feedback,
- Detail how and where information regarding our Feedback Policy will be posted.

PROCEDURES

Receiving Feedback

People with disabilities may use different methods of communication. In order to make our feedback process as accessible as possible, the Town accepts complaints, suggestions and/or compliments in a variety of formats.

Customers are invited to provide their feedback on the way we provide our goods and services to people with disabilities in the following ways:

- In person
- By telephone
- In writing
- Electronic text, email, or disk

In order to help the Town to fully address the feedback received, where possible, the following information must be included:

- Time and date
- Description of complaint, suggestion or compliment
- Additional comments
- Contact information (should the person wished to be contacted)

Employees will be trained to access and to assist in the completion of Customer Feedback forms if necessary. The feedback form is available at all Town service counters and online on the Town's website.

Please see *Appendix A for Customer Feedback form template*

Responding to Feedback

All feedback received regarding the way in which the Town provides goods and services to people with disabilities will be directed to the Accessibility Coordinator. Feedback will be grouped, reviewed and stored by category (complaint, suggestion, or compliment).

A record will be maintained outlining the details, follow-up and actions to be taken. Please see *Appendix B Action Plan for Record of Customer Feedback template*.

If the Feedback Form indicates the customer wishes to be contacted, the Town will respond within ten (10) business days either in writing, in person, by e-mail or by telephone acknowledging the receipt of feedback and outlining the action(s) to be taken.

Notice of Feedback Process

Information about the Town's process for receiving and responding to feedback will be readily available to the public.

The Town informs the public about our feedback process in a number of ways. These include:

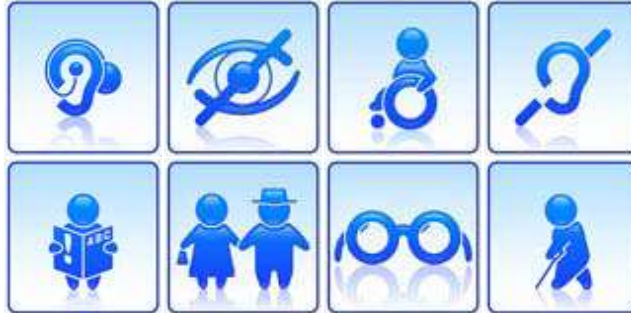
- Notice posted and forms available in reception areas
- Notice posted and forms available on our website

Please see *Appendix C for Notice of Customer Feedback Process template*.

Enquiries

Town Clerk (Accessibility Coordinator)
Town of Gananoque
Telephone: 613-382-2149

Appendix A



CUSTOMER FEEDBACK FORM

The Town of Gananoque recognizes that receiving feedback provides a valuable opportunity to learn and improve.

Every person has the right to make a complaint, offer a suggestion or compliment us on the way we provide goods or services to people with disabilities.

Thank you for sharing your experience.

Date: _____ Time: _____

Description of complaint, suggestion or compliment:

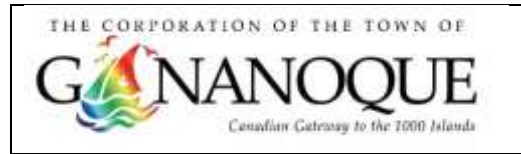
Optional Information – complete only if you wish to be contacted

Name: _____

Preferred contact method (telephone number, email address):

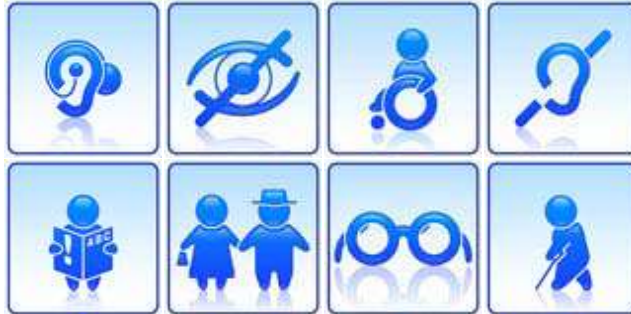
Appendix B

**TOWN OF GANANOQUE
ACCESSIBILITY ACTION PLAN**



DATE RECEIVED	DESCRIPTION OF ITEM(S)	PROPOSED COMPLETION DATE	STATUS

Appendix C



Notice of Feedback Process

Policy Statement:

The Town of Gananoque recognizes that receiving feedback provides a valuable opportunity to learn and improve.

Every person has the right to make a complaint, offer a suggestion or compliment us on the way we provide our goods and services to people with disabilities.

Process:

All feedback received regarding the way in which the Town of Gananoque provides goods and services to people with disabilities will be directed to the **Accessibility Coordinator**.

If the Feedback Form indicates the customer wishes to be contacted, the Town will respond within ten (10) business days either in writing, in person, by e-mail or by telephone acknowledging the receipt of feedback and outlining the action(s) to be taken.