

## **Feedback Procedures**

CCLCS is committed to providing a healthy, safe and respectful environment for all its employees, students and clients.

All individuals are asked to inform CCLCS of any behaviours, practices or policies that may be in violation of legislation\*\*, or that contradict the principles of a healthy, inclusive environment. This includes feedback on matters relating to our Customer Service Standard.

### Submitting feedback

Feedback can be communicated to CCLCS via telephone, email, mail, verbally in person or any other means that effectively accommodates the individual's needs. Feedback can be addressed to the director or one of the coordinators using the contact information below.

### Response to feedback

If an individual indicates that he or she would like a response, CCLCS is responsible for addressing that individual's comments/suggestions in a timely fashion and by appropriate means (eg. accounting for disability). In some cases, comments may be very specific to one situation. In other cases, comments may be broader and provide an opportunity for enhancing CCLCS's policies and practices.

### Documentation

Feedback received and actions taken will be recorded and kept on file.

We take all concerns and complaints seriously.

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\*\* e.g. Occupational Health and Safety Act (OHSA), the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code (OHRC).