

## Topic: Accessible Customer Service Standards

### 6.2 Appendix A – Accessible Customer Request and Feedback Procedure

Board Motion Number:	<b>21.054</b>
Date of Original Board Motion Number:	<b>December 21, 2009</b>
Date of Current Issue:	<b>May 25, 2021</b>
Date of Next Review:	<b>2025</b>
Attachments:	<b>Customer Feedback Form Record of Customer Feedback</b>

Signature of Board Chairperson (and Date):

---

#### **Purpose:**

The North Kawartha Public Library Board is committed to establishing, implementing and maintaining a process for receiving and responding to feedback about how to provide goods or services to persons with disabilities.

#### **Procedures/Practice:**

The North Kawartha Public Library Board has established a process for receiving and responding to feedback about the manner in which it provides goods or services to persons with disabilities and shall make information about the process readily available to the public.

1. The feedback process shall include the following:
  - a. The opportunity for the public to provide feedback in person, by telephone, in writing, by email or online through the website.
  - b. The opportunity to provide as much information as possible when providing feedback so that the event can be readily identified by the staff responsible for where the event took place. This information may include dates, times, names, contact information, a description of the event, etc.
  - c. Feedback may be received by any person who deals with members of the public or other third parties on behalf of the Library, whether the person does so as an employee, agent, volunteer or otherwise. Feedback may also be received by any person who participates in developing the Library's policies, practices and procedures

governing the provision of goods or services to members of the public or other third parties. A copy of the feedback shall be forwarded to the CEO/Librarian for review and reporting purposes.

- d. An answer to the feedback is not mandatory, however, depending on the situation, the staff responsible for where the event took place in conjunction with the CEO/Librarian may deem it appropriate to respond to the customer. Should an answer be deemed appropriate and should the customer have chosen to supply his or her contact information, the customer may expect the said answer within a reasonable time frame. A copy of the response shall be provided to the CEO/Librarian.

# Customer Feedback Form

Thank you for visiting the North Kawartha Public Library. We value all of our customers and strive to meet everyone's needs.

Please tell us the date, time and location of your visit:

---

Did we respond to your customer service needs today?

Yes       No

Was our customer service provided to you in an accessible manner?

Yes       Somewhat       No (please explain below)

---

---

---

Did you have any problems accessing our goods and services?

Yes (please explain)     Somewhat (please explain)     No

---

---

---

Please tell us how we could have served you better:

---

---

---

Your Contact Information (optional)\*:

---

---

---

Thank you.

Please submit this form to:

Personal Information contained on this form is collected pursuant to the *Municipal Freedom of Information and Protection of Privacy Act* and will be used for the purpose of responding to your request. Questions about this collection should be directed to the CEO/Librarian.

North Kawartha Public Library  
P.O. Box 335, 175 Burleigh Street  
Apsley, ON K0L 1A0  
(705) 656-4333  
[www.northkawarthalibrary.com](http://www.northkawarthalibrary.com)

# Record of Customer Feedback

Date feedback received: \_\_\_\_\_

Name of customer (optional): \_\_\_\_\_

Contact information (if appropriate)\*: \_\_\_\_\_

\_\_\_\_\_

Details:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Follow-up:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Action to be taken:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

CEO/Librarian: \_\_\_\_\_

Date: \_\_\_\_\_