

Accessibility Standards for Customer Service

Accessibility for Ontarians with Disabilities Act (AODA)

Scope

- a) This policy applies to the provision of services at the Diocesan Centre located at 135 Adelaide Street East, Toronto, ON.
- b) This policy applies to Diocesan Centre employees and volunteers who deal with the public or other third parties that act on behalf of the Diocese, including when the provision of services occurs off the Diocesan Centre premises such as in the delivery of services. This policy applies to services offered by the Diocesan Centre.
- c) The section of this policy that addresses the use of guide dogs, service animals and service dogs only applies to the provision of services that take place at 135 Adelaide Street East, Toronto, ON.
- d) This policy shall also apply to all persons who participate in the development of Diocesan Centre policies, practices and procedures governing the provision of services to members of the public or third parties.

Feedback Process

The Diocese shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Information about the feedback process will be readily available to all customers and notice of the process will be made available on the Diocesan website or by contacting the Diocesan Receptionist. Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered, website or email), will be available upon request.

Submitting Feedback:

Customers can submit feedback to:

- Deborah Journeaux, Director of Human Resources
- 647-578-9730
- 135 Adelaide St. E., Toronto, ON M5C 1L8
- djourneaux@toronto.anglican.ca
- www.toronto.anglican.ca

Customers who wish to provide feedback by completing an onsite customer feedback form or verbally can do so to Deborah Journeaux.

Customers that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

Customer Service Feedback Form

Thank you for visiting the Anglican Diocese of Toronto. We value your opinion and will strive to meet everyone's needs.

Please tell us the date visit: Date: _____

1. Were you satisfied with the customer service we provided you?

☐ Yes	☐ No	☐ Somewhat
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Comments

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

☐ Yes	☐ No	☐ Somewhat
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Comments

3. Did you experience any problems accessing our services?

☐ Yes	☐ No	☐ Somewhat
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Comments

Contact Information (optional)

Name: _____ Phone Number: _____

Email: _____

Please submit this form to:

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