

**CUSTOMER SERVICE STANDARD**  
**Accessibility for Ontarians with Disabilities Act (Reg. 429/07)**

Customer Feedback Policy & Procedures

**Policy**

Global Contract Inc. recognizes feedback from its customers as a means to improving on its customer service and forms part of the company's continuous improvement business philosophy.

Feedback from the public may be given by means of telephone, in writing, in person or by other electronic means.

Global Contract Inc.'s Customer Feedback Form (HRD01/12/14) is used for the feedback process.

**Goal**

The goal of the Customer Feedback Policy and Procedures is to implement and maintain a process for persons to provide feedback on how Global Contract Inc. provides services to members of the public, specifically – Persons with Disabilities – and in turn responds to any provided feedback. The company accordingly will review and act on any recommendations, suggestions or complaints in this regard. Such feedback enables Global Contract Inc. to better serve the all members of the public and enhance the quality of our customer service function.

**Scope**

This policy applies to all employees and facilities of Global operating in the province of Ontario.

**Responsibility**

It is the responsibility of company management to ensure that employees follow the policy and procedures detailed in this document.

Members of company management are responsible in ensuring that employees who interact with the public are trained in the principles and guidelines of the *Accessibility for Ontarians with Disabilities Act* and the *Accessibility Standards for Customer Service*.

## **Procedures**

The Customer Feedback Form should be completed when either customer service representatives conduct follow-up surveys of visits to company premises or are contacted by members of the public – specifically Persons with Disabilities.

Feedback can be communicated to Global Contract Inc. by e-mail, telephone, verbally, in person, by posted or couriered mail, or by any other means that may suit the requirements of the sender.

The Form should be completed by the customer service representative. If the feedback requires any *action*, it must be addressed accordingly – with management (if applicable) or review by appropriate personnel (eg., the Human Resources Department or Global’s Employment Equity Committee). If specified by a member of public providing the feedback, the company will contact the person by a requested means of communication.

Any actions taken arising from such feedback will be recorded.

The Form will be filed and kept by the customer service department.