



Feedback Process

Document: PR-AA-04
Revision no. 01
Revision Date: 20180528
Privacy: General

1.0 Purpose

The purpose of this procedure is to ensure we adhere to Common Collection Agency's required compliance with the regulations of the Accessibility for Ontarians with Disabilities Act, 2005, which dictates that we ensure there is a feedback process in place regarding the way services are provided to people with disabilities.

2.0 Scope

This procedure applies to all Common Collection Agency employees, in any type of interaction with the public or other third parties.

3.0 Responsibility

Common Collection Agency will ensure that all employees and others dealing with the public are properly trained in how to direct to and assist with comments on our services.

Common Collection Agency will ensure there is a feedback process in place regarding the way services are provided to people with disabilities.

Common Collection Agency will publicly post a feedback form and the methods in which it can be submitted.

All feedback will be directed to the **Quality Assurance Manager**.

Those submitting feedback can expect to hear back from the **Quality Assurance Manager** within **10 business days**.

4.0 Description Of Activity

Common Collection Agency shall notify the public that feedback regarding the way services are being provided to people with disabilities can be made, within the available formats;

- Hard Copy
- Telephone
- Bell IP Relay Service
- Email
- Fax
- Email

Employees of Common Collection Agency shall assist in providing feedback if requested, in the manner requested, within the available formats.

The **Quality Assurance Manager** will respond to submitted feedback within **10 business days** in the manner requested by the person submitting the feedback, within the available formats.

5.0 Reference

FR-AA-02 Accessibility Feedback Form



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6.0 Change Management Table

Review Date:	20180528	<i>K.Milne</i>
Approved By:	K.Milne	
Position:	QA Manager	
Revision #	Revision Date	Description of changes
01	20160509	Reviewed and updated QA Manager
02	20170522	Reviewed
03	20180528	Added: 4.0 Email