

Feedback and Complaints about the Accessibility Policy and Procedures

Thunder Bay Indigenous Friendship Centre Commitment

Thunder Bay Indigenous Friendship Centre strives to meet and surpass the expectations of everyone we serve. Feedback regarding the Centre and staff who provide services on behalf of the centre and the manner in which they provide goods and services to persons with disabilities will be used for service improvements.

How to Give Feedback or make a Complaint

An inclusive and accessible feedback process utilizes multiple channels. For this reason feedback and complaints may be provided by the following methods: in person, by telephone, by email, or other electronic means, in writing, or other reasonable methods.

To improve the effectiveness of addressing feedback and complaints, it is recommended that feedback be given as soon as possible.

Complaints Process

a) First Step

Staff and others providing goods and services on behalf of the centre should attempt to resolve complaints with individuals immediately.

If a satisfactory resolution cannot be reached the complainant will be given the option of taking their complaint to the next step.

b) Second Step

Individuals with a complaint should address complaints with the Supervisor or Manager of the program they wish to complain about. The two parties should work together to find a satisfactory resolution.

c) Third Step

If a satisfactory resolution cannot be found, complaints about situations occurring in the centre should be directed to the Director of Operations.

d) Complaints that are not resolved in the Third Step and all other Complaints

Complaints that are not resolved with the Director of Operations and all other unresolved complaints should be directed to the Executive Director.

Recording Feedback and Complaints

Feedback and complaints regarding accessibility should be recorded and include the following information:

- Details of the situation including date and location
- Staff person's contact information
- Individual making the complaint contact information
- Preferred response format (For example, large print, email,)

Responses to Feedback and Complaints

Persons who wish to be contacted about their feedback or complaint will be contacted by a centre Representative. The centre will make reasonable efforts to provide response to Feedback and Complaints in a manner that is accessible to the complainant.

Confidentiality

By submitting a complaint, the complainant consents to the collection, use and disclosure of personal information by the centre to the extent necessary to resolve the complaint.

Information about the Feedback Process

Information about the feedback process can be provided by staff members and is found on line at www.tbifc.ca

Centre Staff and others who provide goods and services on behalf of the Centre

The Thunder Bay Indigenous Friendship will request all persons and organizations that provide goods and services on behalf of the centre will provide the Centre with all feedback and complaints regarding the manner in which goods and services are provide to persons with disabilities.