



Diocese of Niagara
Anglican Church
of Canada

Accessibility Standards for Customer Service

Accessibility for Ontarians with Disabilities Act (AODA)

Summary of Scope & Feedback Process

Scope

- a) This policy applies to the provision of services at Cathedral Place located at 252 James St. N., Hamilton, ON.
- b) This policy applies to Cathedral Place 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 Cathedral Place premises such as in the delivery of services. This policy applies to services offered by Cathedral Place.
- 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 252 James St. N., Hamilton, ON
- d) This policy shall also apply to all persons who participate in the development of Cathedral Place 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 Cathedral Place 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:

- The Reverend Canon Terry DeForest, Director of Human Resources
- 905-527-1316 ext. 340
- 252 James St. N., Hamilton, ON L8R 2L3
- terry.deforest@niagaraanglican.ca
- www.niagaraanglican.ca

Customers who wish to provide feedback by completing an onsite customer feedback form or verbally can do so to The Reverend Canon Terry DeForest.

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

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



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Customer Service Feedback Form

Please tell us the date of your visit: _____

Event Name/Organizer: _____

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

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Somewhat
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Comments

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

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Somewhat
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Comments

3. Did you experience any problems accessing our services?

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Somewhat
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Comments

Contact Information (optional)

Name: _____ Phone Number: _____

Email: _____

Please submit this form to:

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