

Section:	Customer Service	Procedure #:	020-01-002
Sub-Section:	Standards	Updated:	July 28, 2009
Title:	Feedback Process		

Customer Service - Standards – Feedback Process

Background

To meet the requirements of the *Accessibility Standard for Customer Service* (Ontario Regulation 429/07) made under the *Accessibility for Ontarians with Disabilities Act, 2005*, this procedure is required for Oshawa Public Libraries staff, volunteers and agents.

Procedures

- 1. Receiving Feedback**
 - a. Oshawa Public Libraries customers may submit feedback using a variety of methods including telephone, in person, email, website and mail.
 - i. Staff working in a library facility are requested to use the *Comments Forms* provided at each location and available on the Intranet. The form can be filled in and submitted on behalf of the customer if they require assistance. Forms should be dated and forwarded to the Branch Supervisor in the case of a branch, or the Manager of Customer Service at McLaughlin. Branch Supervisors should forward all completed feedback to the Manager of Customer Service.
 - ii. If feedback is received directly by Oshawa Public Libraries staff, volunteers or agents, all pertinent information is collected and a Comment Form shall be completed and submitted as per section (i).
- 2. Responding to Feedback**
 - a. When feedback is received in the mail or via Comment Forms, the designated staff member will respond to the customer directly or refer the complaint /suggestion to the Supervisor or Manager of the appropriate service unit. Customers will receive an initial response to any complaint within 7 business days which will include a timeframe for a full response where appropriate.
 - b. The designated staff member will update the status of the complaint/suggestion on the back of the form using the template provided.
- 3. Public Awareness of Process**
 - a. This document will be:
 - i. Printed and placed in all Procedure Binders;
 - ii. Posted on the Oshawa Public Libraries website; and
 - iii. Available in alternate formats upon request to Manager of Customer Service.

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4. Actions to be Taken in the Event of a Complaint

- a. Oshawa Public Libraries staff will have many tools available to allow them to respond to a complaint. Possible opportunities for resolving issues include:
 - i. Apologizing for any Library error;
 - ii. Taking corrective measures to prevent recurrence;
 - iii. Using the complaint or feedback as an opportunity to coach staff;
 - iv. Considering the complaint for future service enhancements; and,
 - v. Providing the customer with alternative service methods.