



CORPORATION OF THE
TOWNSHIP OF EVANTUREL

CUSTOMER SERVICE POLICY

Schedule "A" - To By-law No. 09-23

**Providing Goods and Services to People with Disabilities
Accessibility Standards for Customer Service
Ontario Regulation 429/07
under the**

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

NOTICE OF TEMPORARY DISRUPTION

The Corporation of the Township of Evanturel will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed at all public entrances and service counters on our premises.



FEEDBACK PROCESS

The goal of The Corporation of the Township of Evanturel is to meet customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way The Corporation of the Township of Evanturel provides goods and services to people with disabilities can be made in person, in writing, by telephone or e-mail. All feedback will be directed to the Council of The Corporation of the Township of Evanturel. Customers can expect to hear back within 30 (thirty) days.

