



CONESTOGA
Connect Life and Learning

Subject:	Accessibility Feedback Practice	DATE ISSUED:	
	For the Accessibility for Ontarians with Disabilities Act	January 2012	
		REPLACES:	NEW
	PRACTICE		

The Accessibility Planning Committee ensures that the College is meeting its responsibilities as outlined in the Accessibility for Ontarians with Disabilities Act, Customer Service Standards, by ensuring that a mechanism is available, in the form of a survey, for clients to provide the College with feedback regarding its programs, services and facilities.

The survey is intended for general non-urgent feedback regarding service levels and is accessible via the College's website and in hard copy questionnaire format. The hard copy questionnaires are available at all campus locations. Employees are available in Disability Services, the Registrar's Office and the Administration offices at each campus location to complete the questionnaire at clients requests.

Online survey results are accessed and reviewed on a weekly basis by the Office of the VP Student Affairs/designate. All feedback is submitted to the College's Accessibility Planning Committee. This committee will review the feedback for consideration in the annual plan and/or possible implementation, dependent upon the nature of the information submitted.

In the event feedback requiring an immediate response is submitted via the survey, the information will be forwarded by the Office of the VP Student Affairs/designate to the appropriate department for handling in addition to the Accessibility Planning Committee. The Office of the VP Student Affairs/designate will track and monitor the progress and ensure that the client has received a response.