

Accessible Customer Service Plan

Policy 7 - Feedback

DeNureTours is committed to serving people with disabilities as they endeavour to obtain, use or benefit from our services. Reasonable efforts will be made to ensure that:

1. We will provide customers with a way to offer feedback regarding the way we provide services to those with disabilities.
2. We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. If DeNureTours discovers a policy that is contrary to this commitment, reasonable efforts will be made to modify or remove this policy, unless superseded by other legislation.

Procedure

1. **Avenues for Feedback:** Customers who wish to provide feedback regarding the way DeNureTours provides services to people with disabilities, can contact us by telephone, mail, email and in person at our office.
2. **Complaint Process:** All feedback will be directed to the Guest Relations department, and customers can expect to receive a response either by phone or email within 14 days of DeNureTours receiving the feedback. Mailed responses will be dated within 14 days of receipt but will not take into account any delivery time by Canada Post. Complaints will be addressed according to our organization's regular complaint management process.
3. **Questions about this policy:** The Accessible Customer Service Plan policies exist to help DeNureTours achieve service excellence to customers with disabilities. If the purpose of this policy is not understood, or if there are any questions about this policy, people should contact Julia Bryan, Guest Relations.

Scope

This policy applies to all employees and all facilities of DeNureTours in Ontario.

Responsibility

1. It is the responsibility of immediate supervisors to ensure that all employees are trained under Accessibility Standards for Customer Service, and follow the guidelines set out in the Accessible Customer Service Plan.