



Accessibility Feedback Practice – For the Accessibility for Ontarians with Disabilities Act

Date Issued: January 2012; Revised May 2014

The Accessibility Compliance 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 the accessibility of 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.

Clients requiring assistance to complete the survey may request assistance from employees in Accessibility Services, the Registrar's Office and the Administration offices at each campus location, as well as the Conestoga Student Inc. office and the Conestoga Student Residence. Once the employee has completed the survey on behalf of the client, the employee will enter the feedback onto the online survey.

Survey results are accessed and reviewed on a weekly basis by the office of the Manager, Student Access/designate, who will respond accordingly dependent on the type of feedback submitted. Feedback that is recommending improvements will be considered for inclusion in the annual plan and/or for possible implementation, dependent upon the nature of the information submitted.

In the event feedback reporting an immediate situation is submitted via the survey, the information will be forwarded to the appropriate department for resolve.

The office of the Manager, Student Access/designate will track and monitor the progress and ensure that the client has received a response.