

COLLIER STREET UNITED CHURCH ACCESSIBILITY CUSTOMER SERVICE POLICY

FEEDBACK PROCEDURES

(To be visibly posted within the Church)

It is the Policy of Collier Street United Church to serve the needs of *ALL* participants, *with or without disabilities*, in the same place and in a similar way.

Copies of our Accessibility Policy are available for viewing in the Church Library and on our official website (www.collierunited.ca) OR copies can be requested at the front desk or the Church Office.

Feedback is critical in allowing us to know how well this goal of serving those with any form or any degree of disability is being achieved at Collier Street United Church.

Copies of a Feedback Form are also available at the above locations.

Both are available in Large Print if so requested.

The Feedback Form will also be printed in relevant Church literature.

All *Feedback Forms* are to be directed to the Chair of the Accessibility Committee for consideration.

Complaints may also be indicated on this *Feedback Form* or in other ways, such as:

verbally, in personal conversation or by telephone (705 726 1511)

e-mail (churchoffice@collierunited)

postal mail (112 Collier Street, Barrie, ON. L4M 1H3)

sealed message at the Front Desk (request an envelope, if desired)

or any other convenient manner

Address complaints/concerns to the Chair of the Church Accessibility Committee .

Complaints and responses will be documented by the Accessibility Committee.

A response can be expected in a timely manner.

Confidentiality will be respected.