

Feedback Channels

Indspire's feedback process takes a person's disability into account by permitting more than one way to provide feedback whether in person, by telephone, in writing, by email, on diskette or some other format accessible to the person providing feedback. Where an individual asks Indspire to receive and respond to feedback using alternate formats or accessible communication supports, Indspire will consult with the individual to determine a suitable method of communication.

Indspire will use existing feedback channels.

Clients are invited to provide their feedback:

- In person at Indspire's offices located at:

Head Office

Box 5, Suite 100
50 Generations Drive
Six Nations of the Grand River
Ohsweken, Ontario N0A 1M0
Phone: 519.445.3021
Fax: 866.433.3159

Toronto Office

555 Richmond Street West
Suite 1002
Toronto, Ontario, M5V 3B1
Phone: 416.987.0249
Fax: 416.926.7554

Winnipeg Office

440 -70 Arthur Street
Winnipeg, Manitoba
R3B 1G7

- By telephone: Main Indspire Telephone: 1-855-463-7747
- By mail: in writing or through electronic or audio recording
- By e-mail: AODA@indspire.ca
- By Facsimile: 416-977-1764

Feedback Content

To assist Indspire in understanding and addressing any service issue, the following information is helpful:

- Time and date
- Description of incident, suggestion or complaint
- Additional comments
- Contact information (if the person wishes to hear further in this matter)
- Preferred alternate format or accessible communication support (as applicable)

Feedback Process Awareness

Indspire will take measures to make stakeholders aware of the feedback process in place. This information will be available in alternate format or accessible communication support upon request.

These will include:

- Posting information on Indspire's website;
- Making AODA information and a hardcopy feedback form readily available at Indspire's offices; and
- Providing information in Indspire's publications and communications to its clients.

Responding to Feedback

All feedback will be treated confidentially and maintained separate from a stakeholder's normal file, where possible.

If feedback is provided verbally, employees will use problem-solving, tact and diplomacy to address the matter immediately, wherever possible. The employee will assist the stakeholder in registering their feedback if the matter cannot be resolved immediately. This may include providing an alternate contact name to whom to direct the feedback.

Indspire will acknowledge all feedback within two business days. In some cases, it may not be possible or appropriate to acknowledge feedback within this standard; for example, if the stakeholder wishes to remain anonymous, indicates that he/she does not want to receive an acknowledgment or requests an alternate format.

The acknowledgement will be generated by the department responsible for following up on the feedback, indicate when the matter will be addressed and when the client will be notified further. Indspire will follow up with any required action within the timeframe noted in the acknowledgement.

Feedback Tracking and Service Improvement Mechanism

Information on all feedback received (formal or informal), and any actions taken, must be sent to HR (aoda@indspire.ca) for tracking and reporting purposes.

Client Service-related feedback should be handled by the person receiving the feedback. Information can be sent to HR in an email thereafter.

Anyone receiving feedback of the following nature should send it to HR first, who will log and direct the response as indicated below for handling.

Indspire Website(s):	VP, Communications
Client Forms/Publications:	VP, Education
Employment/Recruitment:	Senior Finance & Administration Officer
Physical Premises:	Senior Finance & Administration Officer

Analysis of Feedback Received

Information collected through Indspire's feedback channels may provide insight into:

- demographics of persons with disabilities represented in Indspire client base;
- types of accessibility barriers experienced by persons with disabilities;
- potential service improvements;
- effectiveness of service improvements which have been implemented; and
- incidences of repeat complaints and unresolved service issues.
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The above information will be used to prepare reports for senior management on service issues as well as to monitor response commitments and the status of any planned improvements. The data will also be used to plan continuous service improvements for persons with disabilities as part of Indspire's annual operational planning activities.

The analysis of the feedback will be performed by the (to be named) AODA Compliance Officer and quarterly reports will be provided to Indspire's senior leadership team. Any unresolved service issues or recurring complaints will be identified in these quarterly reports.

Availability of Documents

This document will be provided, consistent with the requirements of the AODA and the Accessibility Standards.