



Making feedback accessible

To help make Ontario accessible to people with disabilities, the Accessibility Standard for Information and Communications requires all organizations in the province that have at least one employee to make the ways they receive and respond to feedback accessible when asked. This summary will help you find out what you need to do.

When do I need to comply?

This requirement is being phased in over time, to give smaller organizations and private businesses time to prepare.

| | | |
|---|----------------|------|
| Government of Ontario | | 2013 |
| Public sector organizations | 50+ employees | 2014 |
| | 1-49 employees | 2015 |
| Private sector & non-profit organizations | 50+ employees | 2015 |
| | 1-49 employees | 2016 |

What do I have to do?

When asked, you must be able to receive and respond to feedback from your customers, your employees and members of the public who have a disability.

Under the Accessibility Standard for Customer Service, most organizations in Ontario are already required to set up a way for the public to give feedback about customer service. You can apply lessons you learned from doing this to making other types of feedback accessible. If you don't receive and respond to feedback about other topics, you are not required to start doing so.

Making feedback accessible may mean that instead of providing only one method for feedback, such as hand-written letters, your organization needs to be ready to receive feedback in other ways, such as over the telephone or by email.



Example - Feedback from the public

When Jerry bought a new computer, the store clerk asked him if someone could call him for a survey in a couple weeks. Jerry is Deaf and prefers communicating by email, so the clerk sent him an email with a link to their online questionnaire.

Organizations that provide customers with questionnaires or comment cards must also provide this information in accessible formats or with communication supports.

Examples of accessible formats and communication supports are:

- giving an employee with low vision information in large print, and
- exchanging hand-written notes to communicate with a customer who is Deaf.

Example - Accessible formats and communication supports

Shauna works in the office of a large grocery store. Every six months, the store's human resources department asks employees to fill out questionnaires about their work experiences. However, Shauna prefers communicating verbally because she is blind. To accommodate Shauna's needs, a human resources worker calls Shauna to ask her the questions on the questionnaire.

Want more detailed information?

[Read Making information accessible to people with disabilities.](#)

[Read our policy guidelines.](#)

The Accessibility Standard for Information and Communications is part of the Integrated Accessibility Standards Regulation 191/11. [Read the regulation](#) to find out more.