

Accessible Customer Service Feedback Process

ECOH welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns. ECOH is committed to service excellence and to supporting the government's agenda of an accessible Ontario. We invite your feedback on the accessibility of our customer service. Various channels are available including telephone, TTY, e-mail or in-person.

All feedback received is read and reviewed carefully. If your message requires a response, we will get back to you as soon as possible.

Your inquiry will be answered in the official language it was received and in a format that will meet your accommodation requirement, if any.

To give you the best answer possible, your message may be shared with our AODA committee to obtain more information.

If feedback is provided verbally, staff will use problem-solving, tact and diplomacy to address the matter immediately, wherever possible. However, some complaints may require more effort to address, and must be reviewed for action, possibly at a higher level.

Customers can expect acknowledgement of verbal/telephone feedback, or feedback left on a hard copy feedback form, within two business days.

Feedback arriving through regular mail or e-mail will be processed within fifteen business days of the receipt.

The ministry acknowledges that not all feedback can be responded to within 15 days of receipt. If this is the case, an acknowledgement will be sent advising you about further research or consultation and will provide you with an approximate reply date.

Privacy will be respected, and all feedback will be reviewed for possible action that can be taken to improve customer services.