

<b>STATEMENT OF POLICY and PROCEDURE</b>			
Policy Section:	Customer Service	Ref No.	<b>AS 2.06</b>
Subject:	<b>CUSTOMER FEEDBACK</b>	Revised Date:	July 2021
Applicable to:	All SOCAN Employees	Original Date:	July 2012

## **1 POLICY**

- 1.01 SOCAN welcomes feedback as it encourages continuous service improvements. Feedback from a member of the public about the delivery of services to persons with disabilities may be given by telephone, in writing, in electronic format or through other methods.

## **2 PURPOSE**

- 2.01 The purpose of this Statement of Policy and Procedure is to implement a process for individuals to provide feedback on how SOCAN provides services to people with disabilities, responds to any feedback and takes action on any complaints/suggestions, as required by the Customer Service Standard. Feedback from our members/licensees gives the SOCAN opportunities to learn, improve and acknowledge performance.

## **3 SCOPE**

- 3.01 This policy applies to all employees and all facilities of SOCAN.

## **4 RESPONSIBILITY**

- 4.01 It is the responsibility of the managers and/or immediate supervisors and/or department heads to ensure that all employees follow the guidelines set out in this policy.
- 4.02 Each managers and/or immediate supervisors and/or department heads is responsible to ensure all employees are trained under the Customer Service Standard and this policy, practices and procedure.

## **5 DEFINITIONS**

None

## **6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE**

**Accessibility for Ontarians with Disabilities Act, 2005**

Customer Service Standard, Ontario Regulation 191/11

## **7 PROCEDURES**

- 7.01 Feedback can be communicated to SOCAN via telephone, email, mail, online form, verbally in person or any other means that effectively accommodates the person with the disability.

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7.02 If an individual indicates that he or she would like a response, SOCAN is responsible for addressing that individual's comments/suggestions within 5 business days. In some cases, comments may be very specific to one situation. In other cases, comments may be broader and provide an opportunity for enhancing SOCAN's policies and practices.

7.03 Accessible Formats and Communication Supports

SOCAN is committed to addressing requests for accessible formats or communication supports in a timely manner that takes into account the person's accessibility needs due to disability.

When SOCAN receives a request for accessible formats and/or communication support, SOCAN, in consultation with the person making the request, will provide appropriate and timely communication supports/accessible formats.

7.04 Record feedback received and actions taken.

7.05 Questions about this Policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy or if the purpose of the policy is not understood, please contact us by e-mail:

By E-mail: [hr@socan.com](mailto:hr@socan.com)

Accessible formats of this document are available upon request, please contact us using the contact information noted above.

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