



# Feedback Process

Document: PR-AA-04  
Revision no. 06  
Revision Date: 20210414  
  
Privacy: General

## 1.0 Purpose

The purpose of this procedure is to ensure we adhere to Common Collection Agency Inc.'s (CCA) required compliance with the regulations of the Accessibility for Ontarians with Disabilities Act, 2005, which dictates that we ensure there is a feedback process in place regarding the way services are provided to people with disabilities.

## 2.0 Scope

This procedure applies to all CCA employees, in any type of interaction with the public or other third parties.

## 3.0 Responsibility

CCA will ensure that all employees and others dealing with the public, are properly trained on how to direct to and assist with comments on our services.

CCA will ensure there is a feedback process in place regarding the way services are provided to people with disabilities.

CCA will publicly post a feedback form and the methods in which it can be submitted.

All feedback will be directed to the Quality Assurance (QA) Manager.

Those submitting feedback can expect to hear back from the QA Manager within ten (10) business days.

## 4.0 Description of Activity

CCA shall notify the public that feedback regarding the way services are being provided to people with disabilities can be made, within the available formats;

- Hard Copy
- Telephone
- Bell IP Relay Service
- Email
- Fax

Employees of CCA shall assist in providing feedback if requested, in the manner requested, within the available formats.

The QA Manager will respond to submitted feedback within ten (10) business days in the manner requested by the person submitting the feedback, within the available formats.

## 5.0 Reference

FR-AA-02 Accessibility Feedback Form



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### 6.0 Change Management Table

<b>Review Date:</b>	<b>20210414</b>	
<b>Approved By:</b>	<b>Reeza Mohammed</b>	
<b>Position:</b>	<b>Sr. Manager, Client Services</b>	
Revision #	Revision Date	Description of changes
01	20160509	Reviewed and updated QA Manager
02	20170522	Reviewed
03	20180528	Added: 4.0 Email
04	20190624	Reviewed
05	20200522	Reviewed
06	20210414	Annual Review