

Village of Oil Springs Policies and Procedures

Number: Acc - 02	Date Issued: January 1, 2010	Date Revised:
Initiated by: Christine Poland		
Signature: _____, Clerk Treasurer		
Approved by: Council		
Signature: _____, Mayor		
Section: Accessibility for Persons with Disabilities		
Subject: Process to receive and respond to feedback		

Process to receive and respond to feedback on how goods and services are provided to persons with disabilities.

Feedback/Concerns/Complaints

We welcome your feedback about accessibility at Village of Oil Springs facilities and invite your comments, concerns or complaints.

Suggested Steps:

1. Approach the Municipal Office directly to provide feedback or seek assistance.
2. If necessary, further feedback can be directed to:

Village of Oil Springs
Attn: Christine Poland, Clerk Treasurer
4591 Oil Springs Line
Oil Springs, ON N0N 1P0
Phone (519)834-2939
Fax (519)834-2333
Email oilsprings@ciaccess.com

We may need to contact you to provide further information.
Please include:

- Your name
- Contact information (telephone and/or email)
- A brief summary of your feedback or concern or complaint

All feedback, concerns or complaints will be reviewed and forwarded to an appropriate individual at the Village of Oil Springs and will be dealt with on an individual basis in a manner deemed appropriate by the individual receiving the feedback, concern or complaint.