



## RECEIVING FEEDBACK FOR GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

### FEEDBACK PROCESS

The ultimate goal of the St. Lawrence Parks Commission is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way the Commission provides goods and services to people with disabilities can be made by e-mail, verbally, suggestion box, feedback card and visitor surveys.

Any feedback related to accessibility issues will be addressed according to the Commission's complaint management procedures and will be directed to the Business Unit Manager and Human Resources. A response will be provided within 14 business days.

Feedback regarding the way the SLPC provides goods and services to people with disabilities can be made by:

**Email:** [getaway@parks.on.ca](mailto:getaway@parks.on.ca)

**In Writing:** St. Lawrence Parks Commission, 13740 County Rd 2 Morrisburg, Ontario K0C 1X0

**By Phone:** (613) 543-4328

Upon request, we will work with individuals to provide and receive feedback in an accessible format that meet the individual's needs.