

# Ontario Pension Board

## Accessible Client Service Feedback Process

The Ontario Pension Board (OPB) is committed to providing quality goods, services and facilities to its clients in a manner that is accessible to persons with disabilities and which respects the dignity and independence of persons with disabilities. This includes ensuring that persons with disabilities are not disadvantaged in any way from accessing quality and timely service as a result of their disability.

Under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its Integrated Accessibility Standards, Ontario Regulation 191/11, OPB must establish a process for receiving and responding to feedback about the manner in which it provides goods, services and facilities to persons with disabilities. OPB must accept and respond to feedback using alternate formats or accessible communication supports upon request. The ultimate goal of the feedback process under this legislation is to ensure that OPB meets its service delivery expectations of clients with disabilities.

Information on this feedback process must be readily available to clients and must include information about what actions are required to be taken after feedback is received. The feedback may consist of a suggestion, compliment or complaint relating to the accessibility of OPB's goods, services or facilities, or to client experience in being accommodated with accessible formats or communication supports as may be requested when providing feedback.

Information about this feedback process must be provided in alternate formats or accessible communication supports upon request (e.g. Braille, e-text, American Sign Language).

OPB will respond to feedback in an alternate format or with an accessible communication support upon request. OPB will consult the individual providing the feedback to determine what is the most accessible or appropriate alternate format or accessible communication support.

### Definitions

**Accessibility** refers to the degree to which goods and services are accessible to persons with disabilities. An accessible service is one that the client is fully able to participate in and benefit from regardless of their disability.

**Client** means the subset of the general public to whom OPB provides goods, services and facilities in the ordinary course of our business.

**Alternative Format** means large print, clear text, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

**Accessible Communication Support** refers to captioning, alternative and augmentative communication supports, Teletype Telephone (TTY), plain language, sign language and other supports that facilitate effective communications.

## **Feedback Channels**

OPB's feedback process needs to take a person's disability into account by permitting more than one way to provide feedback whether in person, by telephone, in writing, by email, on portable media or some other format accessible to the person providing feedback. Where an individual asks OPB to receive and respond to feedback using alternate formats or accessible communication supports, OPB will consult with the individual to determine a suitable method of communication.

OPB will use existing feedback channels.

Clients are invited to provide their feedback:

- In person at OPB's office located at:  
2200-200 King Street West  
Toronto ON M5H 3X6
- By telephone:
  - Main OPB Telephone: 416-364-8558
  - Client Services: 416-364-5035 or 1-800-668-6203 [Toll Free in Canada & U.S.A.]
- By mail: in writing or through electronic or audio recording
- By e-mail: ClientService@opb.ca
- By fax: 416-364-7578
- By survey form provided as part of OPB training, presentations and events

## **Feedback Content**

To assist OPB in understanding and addressing any service issue, the following information is helpful:

- Time and date
- Description of interaction, suggestion or complaint
- Additional comments
- Contact information (if the person wishes to hear further in this matter)
- Preferred alternate format or accessible communication support (as applicable).

## **Feedback Process Awareness**

OPB will take measures to make clients aware of how they can provide feedback, including:

- Posting information on OPB's website
- Making information available at OPB's office
- Providing information in OPB's publications and other client communications.

Information on OPB's feedback process will be provided in an alternate format or with an accessible communication support upon request.

## **Responding to Feedback**

All feedback will be treated confidentially and maintained separate from a client's normal file, where appropriate.

If feedback is provided verbally, employees must use problem-solving, tact and diplomacy to address the matter immediately, wherever possible. The employee will assist the client in registering their feedback if the matter cannot be resolved immediately. This may include providing an alternate contact name to the client to whom to direct feedback.

OPB will acknowledge all feedback within two business days. In some cases, it may not be possible or appropriate to acknowledge feedback within this standard; for example, if the client wishes to remain anonymous, indicates that they do not want to receive an acknowledgment or requests an alternate format.

The acknowledgement will be generated by the department responsible for following up on the feedback, indicate when the matter will be addressed and when the client will be notified further. OPB will follow up with any required action within the timeframe noted in the acknowledgement.

## **Feedback Tracking and Service Improvement Mechanism**

Information on all feedback received (formal or informal), and any actions taken, must be sent to Corporate Compliance ([corporate.compliance@opb.ca](mailto:corporate.compliance@opb.ca)) for tracking and reporting purposes.

Client Service-related feedback should be handled by the person receiving the feedback. Information can be sent to Corporate Compliance thereafter.

Anyone receiving feedback of the following nature should send it to Corporate Compliance first, who will log and direct the response as indicated below for handling.

OPB Website(s):    Director, External Communications & Digital Strategy

Client Forms/Publications:	Director, External Communications & Digital Strategy
Employment/Recruitment:	Chief Human Resources & Corporate Services Officer
Physical Premises:	Chief Human Resources & Corporate Services Officer

## **Analysis of Feedback Received**

Information collected through OPB's feedback channels may provide insight into:

- Demographics of persons with disabilities represented in OPB client base
- Types of accessibility barriers experienced by persons with disabilities
- Potential service improvements
- Effectiveness of service improvements which have been implemented
- Incidences of repeat complaints and unresolved service issues.

The above information will be used to prepare reports for senior management on service issues as well as to monitor response commitments and the status of any planned improvements. The data will also be used to plan continuous service improvements for persons with disabilities as part of OPB's annual operational planning activities.

The analysis of the feedback will be performed by the Manager, Compliance and reports will be provided to OPB's senior executive as well as to the Director, Managed Plans and Regulatory Findings. Any unresolved service issues or recurring complaints will be identified in these reports.

## **Availability of Documents**

This document will be provided, consistent with the requirements of the AODA and the Accessibility Standards.