

FEEDBACK PROCESS FOR

The Walkerton Clean Water Centre

December 2009

The Walkerton Clean Water Centre welcomes and appreciates feedback from all clients and the general public concerning provision of services and sharing of expertise.

The Walkerton Clean Water Centre is a world-class institute dedicated to ensuring that training and education concerning drinking water quality is available and accessible to owners and operators of Ontario's drinking water systems. The Centre coordinates, develops and delivers training courses and features a state-of-the-art technology demonstration facility, providing a unique opportunity for hands-on training and serving as a practical resource for operators and other water professionals.

To help assess performance, the *Walkerton Clean Water Centre* gathers feedback through a number of vehicles including surveys and direct feedback from clients. The Walkerton Clean Water Centre also invites general feedback from all individuals by including a notice on the internet website: www.wcwc.ca

FORMATS FOR FEEDBACK FROM CUSTOMERS / CLIENTS:

Following each training course delivered by the Walkerton Clean Water Centre, participants are asked to fill out an evaluation form. Information is extracted from these evaluation forms and used to help determine the success of training programs and to provide future direction for this training. The response to these participant evaluations is very high, approaching 100%.

In addition to the above, clients can provide their feedback, on the manner in which the Walkerton Clean Water Centre provides service, by any of the following means / formats:

- **In person:** Receptionist at the Centre's facility at 20 Ontario Road, Walkerton
- **Telephone:** Receptionist at 1-866-515-0550
- **Bell Relay Service:** 1-800-267-6511 (for people with hearing and/or speech disabilities)
- **Fax:** 519-881-4947 indicate "FEEDBACK" on fax cover sheet
- **E-mail:** inquiry@wcwc.ca
- **Mail:** Address as "FEEDBACK" and send to 20 Ontario Road, P.O. Box 160, Walkerton ON N0G 2V0
- **On-line form:** "Contact Us" <http://www.wcwc.ca/> (see Appendix C)

If any of these methods are not suitable or if interested individuals require some additional accommodation to provide feedback, they simply need to indicate what other method is preferable. Individuals who are providing feedback to the Walkerton Clean Water Centre are encouraged to mark their correspondence, fax or e-mail with the heading "Feedback".

Actions to be Taken by the Walkerton Clean Water Centre:

This document will be provided to any individual who requests a copy of the documentation of the process which the Walkerton Clean Water Centre follows in handling feedback.

Information about the availability of this documentation is included in the posted public notice at the Walkerton Clean Water Centre and on the website for the Walkerton Clean Water Centre.

Walkerton Clean Water Centre staff responsibilities:

Any general feedback sent to the Centre via email (inquiry@wclc.ca), fax or mail will be reviewed by the receptionist to determine the appropriate Manager for response. General feedback sent directly to a staff member (other than general inquiries) will be distributed to the appropriate Manager(s) or the CEO's Executive Assistant to respond. Verbal feedback provided to a staff member of the Centre will be recorded and this record will be maintained (see Appendix A).

All training-related inquiries, including complaints received through the training course participant's evaluations, will be distributed to the Manager of Training. Administrative inquiries will be directed to the Manager of Planning and Management Services. Any comments concerning the hands-on training, research or technology demonstration components of the Centre will be directed to the Manager of Technology Demonstration & Research. High-level inquiries will be addressed by the Centre's CEO through his Executive Assistant.

On reviewing the feedback and determining the feedback to be a complaint, the recipient of the feedback will acknowledge the receipt of the complaint – provided that contact information has been provided by the complaint filer – according to the OPS Common Service Standards as outlined in the following table:

Action by Walkerton Clean Water Centre		
<u>Complaint</u> received in-person or by telephone *	Complaint acknowledged within 2 business days	Follow-up reply, if complaint not resolved in acknowledgement, as committed to in initial acknowledgement
<u>Complaint</u> received by mail, by fax, or by e-mail or other on-line connection	Answered within 15 business days, or if conclusive response not possible within that time then an acknowledgement within 5 business days	Follow-up reply, if complaint not resolved within 15 days, and as committed to in initial acknowledgement

** Walkerton Clean Water Centre staff receiving verbal feedback – either given in person or by telephone – will record the complaint (see Appendix A) and forward the information immediately to the appropriate individual for action.*

Acknowledgement and follow-up replies will be completed by staff responsible and may include; an outline of the next steps to be taken, who the complaint will be forwarded to (if necessary), or a proposed solution to the source of the complaint.

Content of response by the Walkerton Clean Water Centre:

1. If the complaint can be resolved immediately, the acknowledgement by the responsible Manager will describe the action taken by the Walkerton Clean Water Centre to resolve the complaint.
2. If the complaint cannot be resolved within the above time limits, the acknowledgement from the responsible manager will provide the client with information about:
 - a) what steps are being taken in respect of the complaint, and
 - b) where appropriate, whether a further response will be sent to the client about action taken by the *Walkerton Clean Water Centre* to resolve the complaint.

The steps taken under 2(a) above could include these responses as listed below. This does not lessen any obligation for taking immediate action to resolve a complaint.

- i) The issue is being redirected to another organization who is directly responsible for taking action on this issue;
- ii) The issue raised is being discussed and explored with another organization to determine if and how the *Walkerton Clean Water Centre* can resolve the complaint;
- iii) The issue raised is being tracked by *Walkerton Clean Water Centre* to determine if the problem is systemic as opposed to a single isolated incident;
- iv) The issue raised will be considered at a future point in time when the program is undergoing a periodic review.

All responses will include the following:

The *Walkerton Clean Water Centre* appreciates **ALL** feedback. Your comments are valuable to us as we plan and make future improvements to our customer service practices.

Format of response to complainant:

The response from the *Walkerton Clean Water Centre* to a complainant will be as closely matched to the format of the original complaint as possible, unless the complainant has requested another format be used. This will apply to the format of the acknowledgement and ultimate response.

Compiling feedback:

The Manager of the appropriate department of the *Walkerton Clean Water Centre* is responsible for tracking feedback – whether positive or negative, whether attributable or anonymous – that it receives. In developing its annual business plan and operational plan, each responsible unit will review all feedback that it has received and will plan for improvements that may be warranted.

CONFIDENTIALITY OF PERSONAL INFORMATION:

The Walkerton Clean Water Centre is authorized by the Freedom of Information and Protection of Privacy Act and the Accessibility of Ontarians with Disabilities Act, 2005 (and Ont. Reg. 429/07 approved under the Act) to collect feedback on the manner in which it provides its services. The Walkerton Clean Water Centre collects this information in order to assess the performance of services provided. Some of the collected information includes personal information about those giving feedback.

The *Walkerton Clean Water Centre* will use personal information in order to:

- log feedback,
- acknowledge and respond to the complaints, and
- analyze feedback at the aggregate level (but not the individual who provided the feedback).

If clients or others require more information about the collection of personal information in this regards, they may contact the Walkerton Clean Water Centre.

APPENDIX A

Walkerton Clean Water Centre Record of verbal client / customer feedback

Date feedback received: _____

Name of client / customer (optional) *: _____

Contact information (optional) *: _____

Staff member receiving feedback: _____

Details of feedback:

Follow-up:

Action taken:

Action taken by staff member: _____

Date action taken: _____

***Please note:** Advise individual that the *Walkerton Clean Water Centre* will use personal information in order to log feedback, to acknowledge and respond to complaints, and to perform aggregate analysis of the feedback received.

APPENDIX B

**PUBLIC NOTICE RE:
PROVIDING FEEDBACK ABOUT ORGANIZATION'S SERVICE**

(TO BE POSTED AT FACILITY ENTRANCE)

WE ARE COMMITTED TO SERVICE EXCELLENCE

Your feedback is welcome.

The Walkerton Clean Water Centre appreciates all feedback on our performance to help us improve our standards of service. If you have any general comments or suggestions for improvement, please let us know by:

Telephone	1-866-515-0550
Bell Relay Service	1-800-267-6511 (for people with hearing and/or speech disabilities)
Fax	519-881-4947 (Please indicate "Feedback" on cover sheet)
E-mail	inquiry@wcwc.ca (Please indicate "Feedback" in Subject line)
Mail	Feedback Walkerton Clean Water Centre 20 Ontario Road, P.O. Box 160 Walkerton ON N0G 2V0
In-person	Receptionist at the Walkerton Clean Water Centre. The Walkerton Clean Water Centre is wheelchair-accessible

The Walkerton Clean Water Centre is authorized by the *Freedom of Information and Protection of Privacy Act* and the *Accessibility of Ontarians with Disabilities Act, 2005* (and Ont. Reg. 429/07 approved under the Act) to collect feedback on the manner in which it provides its services. If you require more information about the collection of personal information, please contact the Walkerton Clean Water Centre by one of the methods above.

For more information about our commitment to providing services to persons with disabilities ask for:

- Walkerton Clean Water Centre Accessible Customer Service Policy
- Feedback Process

If you would like any of these documents in an alternative format please contact us and we will work with you to get you the requested format.

APPENDIX C

FORMAT OF FEEDBACK TO BE USED IN

“CONTACT US” TAB ON WEBSITE

Contact Us

If you can't find the information or service you are looking for please call us at 1-866-515-0550, or email us at inquiry@wcwc.ca

Use the following form to send us your questions, comments and suggestions. The Walkerton Clean Water Centre is always looking for ways to improve the information and services provided. Your comments and inquiries are welcome. We want to make your experience the best it can be.

We welcome your feedback.

Please specify the nature of your message so that we can direct your inquiry to the right department:

- I have a question
- I'm having a problem
- I have a comment

What is your message about?

Enter your message:

Do you want a reply? yes no

If you would like a response, please enter your contact details:

Name (optional):

E-mail address (required only if you would like an e-mail response):

Postal address (optional):

Notice of Collection: The personal information that you have provided to us to enable us to respond to your inquiry will only be used for that purpose. You will not be placed on any mailing lists, nor will your information be released to any third party, except as may be authorized by law. The authority for obtaining this information from you complies with section 38(2) of the Freedom of Information and Protection of Privacy Act. If you have any questions regarding privacy and your personal information, please contact the [Office of the Chief Information and Privacy Officer](#).