



FORT ERIE LIVE RACING CONSORTIUM

CHAPTER:	Health and Safety	LOCATION: 230 Catherine St., Fort Erie, ON.
SECTION:	14.2 AODA Policy	
SUBJECT:	Customer Questionnaire / Feedback	POLICY EFFECTIVE: JANUARY 1, 2015
ISSUE TO:	Fort Erie Live Racing Consortium	PAGE(S): 1 OF 2

APPROVED BY: Tom Valiquette **SIGNATURE:**

SHOULD ANY STATEMENT OF GENERAL POLICY OR APPLICATION THEREOF BE IN CONFLICT WITH ANY FEDERAL, PROVINCIAL OR LOCAL LAWS OR AGREEMENTS, SUCH LAWS OR AGREEMENTS MUST BE OBSERVED

PURPOSE

Feedback process:

In accordance with the Accessibility for Ontarians with Disabilities Act, FELRC is required to establish a mechanism for receiving and responding to feedback from persons with disabilities about accessibility in relation to the way the Fort Erie Race Track provides its services to them.

FELRC will establish a process for receiving and responding to feedback from anyone about the manner in which it provides goods and services to persons with disabilities. Information about this process will be made readily available to the public.

The feedback process will permit persons to provide their feedback in person, by telephone, in writing, or by delivering an electronic text by email or otherwise.

The feedback process will specify the actions taken by the FELC in the event that a complaint is received. A response will be provided to the person making the complaint within 10 working days.

Barriers to accessibility

Barriers to accessibility are obstacles that make it difficult — sometimes impossible — for people with disabilities to do the things most of us take for granted, like shopping, working or taking public transit.

For example, a clothing store with a no-refund or return policy creates a barrier if the fitting rooms are not wheelchair accessible and a person can't try on the clothes before purchasing them. Providing exemptions to this policy removes the barrier.

The law requires your organization to identify those barriers, and remove them, in order to provide customer service that is more accessible to people who have disabilities.

STANDARDS / PROCEDURES

Complaints involving accessibility issues may follow the Anti-Discrimination Policy, which contains provisions for managing complaints alleging discrimination related to disability.

Where persons with disabilities have concerns or feedback regarding the services provided by the FELRC, they may bring such feedback forward to the following individuals/areas:

Customers:

- *Employees in the area of concern*
- *Email, Health and Safety @ tbailey@forterieracetrack.ca*
- *By telephone (905) 871-3200 xt 3219*

Employees:

- *Their supervisor,*
- *Human Resources Services, bsingleton@forterieracetrack.ca*
- *union/union Steward.*
- *By Telephone (905) 871- 3200 xt 3206*

Feedback may be submitted in person, by telephone, in writing, via e-mail. All efforts will be made to have any necessary documentation that follows provided in a format that takes into account the person's disability.

EVALUATION

Evaluation of this procedure and the hazard report form will be done on an annual basis. The Customers will be able to give suggestion and or feedback via a questionnaire.