

FEEDBACK PROCESS FOR THE WALKERTON CLEAN WATER CENTRE

1. Feedback Process

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

The Centre exists for the purpose of educating and supporting our clients as they address their water system risks in order to safeguard Ontario's drinking water. The Centre coordinates, develops and delivers training courses and features a 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 Centre gathers feedback through a number of vehicles including surveys and direct feedback from clients. The Centre also invites general feedback from all individuals by including a notice on the website: wccw.ca.

2. Formats for Feedback from Customers/Clients

Following each training course delivered by the 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 per cent.

In addition to the above, clients can provide their feedback, on the manner in which the 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
- **Email:** inquiry@wccw.ca
- **Mail:** Address as "FEEDBACK" and send to 20 Ontario Road, P.O. Box 160, Walkerton ON N0G 2V0
- **Online form:** "Contact Us" <http://www.wccw.ca/en/contact-us/> (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 Centre are encouraged to mark their correspondence, fax or email with the heading "Feedback".

2.1 Actions to be taken by the Centre

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

Information about the availability of this documentation is included in the posted public notice at the Centre and on the Centre's website.

2.2 Staff Responsibilities

Any general feedback sent to the Centre via email (inquiry@wccw.ca), fax or mail will be reviewed by the receptionist to determine the appropriate individual for response. General feedback sent directly to a staff member (other than general inquiries) will be distributed to the appropriate individual 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 the Training Institute. Administrative inquiries will be directed to the Communications & Government Planning Coordinator. Any comments concerning the hands-on training, research or technology demonstration components of the Centre will be directed to the Manager of Research & Technology. High-level inquiries will be addressed by the Centre's CEO through the Executive Coordinator.

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		
Complaint received in-person or by telephone *	Complaint acknowledged within two business days	Follow-up reply, if complaint not resolved in acknowledgement, as committed to in initial acknowledgement
Complaint received by mail, by fax, or by email or other online connection	Complaint answered within 15 business days, or if conclusive response not possible within that time then an acknowledgement within five business days	Follow-up reply, if complaint not resolved within 15 days, and as committed to in initial acknowledgement

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.

2.3 Content of Response by the Centre

1. If the complaint can be resolved immediately, the acknowledgement by the responsible individual will describe the action taken by the Centre to resolve the complaint.
2. If the complaint cannot be resolved within the above time limits, the acknowledgement from the responsible individual 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 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 Centre can resolve the complaint
- iii) The issue raised is being tracked by 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 Centre appreciates **ALL** feedback. Your comments are valuable to us as we plan and make future improvements to our customer service practices.

2.4 Format of Response to Complainant

The response from the 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.

2.5 Compiling Feedback

The manager of the appropriate department of the 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.

3. Confidentiality of Personal Information

The Centre is authorized by the Freedom of Information and Protection of Privacy Act and the Accessibility of Ontarians with Disabilities Act, 2005 (and Ontario Regulation 429/07 approved under the Act) to collect feedback on the manner in which it provides its services. The 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 Centre will use personal information in order to:

- log feedback
- acknowledge and respond to the complaints
- 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 regard, they may contact the Centre.

**APPENDIX A
RECORD OF VERBAL CLIENT/CUSTOMER FEEDBACK**

Walkerton Clean Water Centre Record of Verbal Client/Customer Feedback	
Date feedback received	
Name of client/customer (optional)*	
Contact information (optional)*	
Staff receiving feedback	
Details of feedback	
Follow up	
Action taken	
Action taken by Centre staff	
Date action taken	
*Please note: Advise individual that the 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
SERVICE EXCELLENCE COMMITMENT**

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)

Email: 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 Ontario Regulation 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.

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.

**APPENDIX C
FFEDBACK FORM**

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 have 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): Email address (required only if you would like an email 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.