



Accessible Customer Service Feedback Process

The Victorian Order of Nurses for Canada – Ontario Branch is committed to accessibility as it pertains to the Accessibility for Ontarians with Disabilities Act (AODA) 2005 and the Integrated Accessibility Standard, Ontario Regulation 191/11. This includes feedback as to how services are provided to persons with disabilities.

The purpose of this document is to explain the Victorian Order of Nurses' for Canada – Ontario Branch (VON's) Accessible Customer Service Feedback Process as required by the Accessibility Standards for Customer Service.

Customers and clients can offer feedback about how VON provides services to persons with disabilities by contacting us in one of the following ways:

Telephone	1-888-866-2273, option 5, Human Resources
Mail	VON CANADA – ACCESSIBILITY COMPLIANCE OFFICER 2315 St. Laurent Blvd., Suite 100, Ottawa ON K1G 4J8
Email	accessibility@von.ca

The VON strives to resolve all concerns directly with our customers and clients however measures are in place for additional assistance with concerns should the need arise.

Complaints regarding the Accessible Standards for Customer Service regulation are received by the Accessibility Advisory Committee (AAC) and are logged and reported at meetings where required. Individuals requesting follow-up or escalations are able to work with a member of the AAC until a resolution is achieved.



Complaints are escalated as appropriate until a resolution is achieved. Escalation paths include but are not limited to working with a Coordinator, Manager, Senior Manager and application departments within VON.

Under the Customer Service Accessibility Standards, information about this feedback process must be made available to the public and as such this feedback process is posted on our external website. Upon request, VON will provide this process in an alternate format.

VON is authorized by the Accessibility for Ontarians with Disabilities Act, 2005 and the Customer Service Accessibility Standards under the Act to collect feedback about the accessibility of its services.

Confidentiality of Information

Personal information concerning an individual's disability cannot be released without written consent of the individual and must be managed in a manner that is consistent with the *Freedom of Information and Protection of Privacy Act (FIPPA)* and other relevant legislation.