John McGivney Children's Centre School Authority	John McGivney Children's Centre School Authority Administration	PR 2017
	Monitoring and Feedback on Accessibility Standards for Customer Service Procedure	

1.0 Purpose

The John McGivney Children's Centre School Authority ("the JMSA") will monitor the effectiveness of implementation of the Accessible Customer Service Standard through a process for receiving and responding to feedback. Information for the public regarding the feedback process will be readily available on our website and in our school office that will give the opportunity for individuals with disabilities to provide feedback.

2.0 Responsibility

The Principal and/or designate will be responsible for the process of monitoring and providing feedback on Accessible Customer Service Standards.

3.0 Procedures for Monitoring and Feedback

3.1 The Principal and/or designate will implement a process for Feedback on Accessible Customer Service that includes the following components:

a. Information on the JMSA website inviting users of the JMSA services to provide feedback on their experiences with or concerns about access to services for individuals with disabilities.

b. Printed information available through the school office inviting individuals with disabilities to provide feedback on their experience with or concerns about accessibility of services.

c. Information on how the Principal and/or designate will respond to feedback.

3.2 Methods for Feedback

A range of methods for soliciting feedback will be employed to ensure optimum access to the feedback process by individuals with disabilities. Methods may include in-person, by telephone, in writing, by e-mail and online.

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3.3 The Principal and/or designate will receive and review all Accessibility Feedback forms and any other feedback provided through other means (e-mail, telephone) and respond directly to the individual(s) within (15) fifteen school days.

Additional Information

The John McGivney Children's Centre School Authority is committed to the principles of equity and inclusive education which value and promote human rights and social justice in all of its policies, programs, guidelines, operations and practices.

Forms: Accessibility Feedback Form (Appendix A)

Applicable Documents/References:

Document/Form Number	Document/Form Title
P 1-120	JMCCSA Mission and Vision Statement
P1007	Accessibility Standards For Customer Service Policy

EFFECTIVE DATE: December 2025

REVISION DATE:

NEXT REVIEW YEAR: 2030-2031

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