

Central Wire	Procedure	Date: 03/19/13	Approved: Debra Monkhouse
AODA Customer Service		Revision # 1.0	Page 1 of 2

1.0 Purpose:

Central Wire Industries is committed to providing excellent service to all customers including people with disabilities.

2.0 Scope:

This document covers the Canadian operations and compliancy with the Accessibility for Ontarians with Disabilities Act.

3.0 Standards/Procedures:

3.1 Feedback process

Customers who wish to provide feedback on the way Central Wire Industries provides goods and services to people with disabilities can contact us by;

Phone 1-800-267-3761

All feedback will be addressed according to our organization's regular complaint management procedures.

Customers will be contacted within 2 days.

3.2 Feedback Corrective Action

- All calls related to AODA related customer feedback will be forwarded to the Sales Department.
- Customer feedback will be recorded on the Customer Complaints database by the Sales Department.
- Sales will notify Human Resources and the General/Plant manager immediately of the feedback received.
- The General Manager will notify the applicable department (cause of complaint) of the feedback and determine what action is required.
- The discussions will include the Quality Department to determine if a formal Corrective Action is required.
- Human Resources will initiate the follow up call with the customer to advise of the actions taken or proposed actions to be taken.

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4.0 Roles and Responsibilities

Human Resources; Coordinates the response to the customer
 General Manager; Coordinates the actions required to address the feedback
 Quality Department; Coordinates the formal corrective action where required
 Sales Department; Records the feedback and notifies the HR representative.

5.0 Communication

This procedure/process will be communicated to roles identified in section 4.0 and those at the first point of contact (taking calls)

6.0 Training / Implementation

Training is to be provided to personnel in the departments identified in Section 4.0 and those at the first point of contact.

7.0 Evaluation

This document will be evaluated for effectiveness as part of the internal audit process.

8.0 Forms

CAPAR & Customer Complaint database

9.0 Reference Materials

Accessibility for Ontarians with Disabilities Act