



Accessible Feedback Process

Effective Date: **September 21, 2017**
Next Review Date: **September 21, 2018**

Owner: **Chief Pension Officer
Chief People Officer**

Approval: **Chief Pension Officer
Chief People Officer**

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1. Purpose and Application

This document establishes OTPP's process for receiving and responding to feedback about the manner in which we provide services to persons with disabilities, in accordance with the *Integrated Accessibility Standards* ("Accessibility Standards") (Ontario Regulation 191/11). This document applies to all OTPP personnel.

2. Our Commitment

OTPP's mission is to provide outstanding service and retirement security for our members – today and tomorrow. In fulfilling our mission, OTPP strives at all times to provide its services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our services and allowing them to benefit from the same services as other clients.

3. Definitions

Accessibility refers to the degree to which goods and services are accessible to persons with disabilities. An accessible service is one that the client is fully able to participate in and benefit from regardless of their disability.

Client means the subset of the general public to whom OTPP provides services in the ordinary course of our business.

Personnel means all employees, contractors, consultants, students, volunteers, and other individuals who provide direct services for OTPP clients.

4. Feedback Channels

Clients may use any of the following feedback channels:

- In person at OTPP's office:

5650 Yonge Street, 3rd Floor
Toronto, ON M2M 4H5

Office Hours: Monday to Friday, 8:00am to 5:30pm

- By telephone, facsimile or e-mail:

Member Hotline

Phone

416-226-2700

1-800-668-0105 (toll free)

Fax

416-730-7807

1-800-949-8208 (toll free)

Email

inquiry@otpp.com

- By mail: in writing or through electronic or audio recording.

5. Feedback Process Awareness

OTPP will take measures to make clients aware of the feedback process by promoting the Providing Services to People with Disabilities Policy and Accessible Feedback Process on OTPP's website and making copies of the documents readily available at OTPP's office. OTPP will arrange for accessible formats of the feedback process and communication supports upon request.

6. Responding to Feedback

OTPP will acknowledge all feedback within two business days and assist the client in registering their feedback. This may include providing an alternate contact name to the client. The acknowledgement must be generated by the department responsible for following up on the feedback, indicate when the matter will be addressed and when the client will receive further communication. OTPP will follow up with any required action within the timeframe noted in the acknowledgement.