

**ROBERTSON BUILDING SYSTEMS
POLICY & PROCEDURES**

Subject: AODA – Feedback Process

Effective: 11/1/12

Purpose

Robertson Building Systems is committed to meeting and surpassing expectations while serving persons with disabilities. Comments on the manner in which Robertson provides its goods and services to people with disabilities are encouraged and appreciated. The purpose of this procedure is to set out the process established by Robertson to obtain such feedback.

Scope

This procedure applies to every person interacting with members of the public or other third parties on behalf of Robertson, whether an employee, contractor, third party or volunteer.

Procedure

Feedback may be provided in person, by telephone, in writing, or by email.

People providing such feedback are strongly encouraged to provide as much information as possible to Robertson about the event/concern. Such information may include dates, times, names, contact information and a description of the event/concern.

Feedback may be provided:

1. By Mail to:
Bob Rollason
1343 Sandhill Drive
Ancaster, Ontario, L9G 4V5

Telephone: (905) 304-1111

Fax: (905) 304-2423
2. By Email to : Human.Resources@RobertsonBuildings.com
3. In Person to: Bob Rollason, General Manager

All feedback received will be promptly forwarded to Human Resources and the responsible Manager for review and reporting purposes.

Where possible, feedback will be addressed immediately. Some feedback may, however, require more time to address and may need to be reviewed before any action

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is taken. Specifically, where the feedback is considered to be a complaint about how Robertson provides goods and services to persons with disabilities. Such complaints will be addressed in a proper and timely manner.

An answer to the feedback is not always practical or possible. However, depending on the situation, the responsible Manager may deem it appropriate to respond to the person providing the feedback. Should a response be deemed appropriate and should the person providing the feedback have chosen to supply his/her contact information, that person may expect a response within a reasonable timeframe (e.g. generally no more than 30 days).

Robertson will respond in the same format in which the feedback was received whenever reasonably possible, unless the feedback requests otherwise.

Robertson will make this feedback process readily available to the public by posting this information on a general notice in the reception area as well as on Robertson's accessibility webpage at www.robertsonbuildings.com.