

## **FEEDBACK PROCESS FOR THE ONTARIO SAVINGS BONDS**

The Ontario Savings Bonds (OSB) program welcomes and invites feedback about how it provides its services. It invites feedback by posting public notices at its offices and on its external-facing web and portal sites.

A copy of this document is included in the public notices posted at the 1 Dundas Street offices of the Ontario Financing Authority (OFA) and on the OSB external facing portal and web sites. This document will be provided to any individual who requests it.

### **FORMATS FOR FEEDBACK FROM CLIENTS:**

Clients can provide their feedback by any of the following means / formats:

- **In person:** *To any OFA staff member*
- **Telephone:** *(416) 325-8000*
- **TTY:** *via Bell Relay Services*
- **Fax:** *(416) 204-6694*
- **E-mail:** *osb@ontariosavingsbonds.com*
- **Mail:** *1 Dundas St West, #1200, Toronto ON, M7A 1Y7*

If clients require alternative accommodation to provide feedback, they will need to inform the OSB program of what other method is preferable.

Clients who are providing feedback to the OSB program are encouraged to mark their correspondence, fax or e-mail with the heading "Feedback".

### **OFA STAFF RESPONSIBILITIES:**

1. Receiving staff person assesses the feedback to determine whether it is in regards to Accessibility and/or if it is positive feedback or a complaint.
2. All Accessibility related feedback is forwarded to the HR coordinator.
3. All complaints are forwarded to the relevant divisional director.
4. Acknowledgements and/or responses are drafted by the relevant business unit, approved by the senior manager, and then forwarded for CEO's approval.

## **RESPONSE PROTOCOL FOR COMPLAINTS:**

### **TIMELINES:**

	<b>Within 5 business days</b>	<b>Within 15 business days</b>
<p><u>Complaint</u> received in-person or by telephone is recorded in writing immediately, as per sample form in Appendix A.</p> <p><u>Complaint</u> received by mail, by fax, or by e-mail or other on-line connection</p>	<p>If the complaint can be resolved right away, then a response is sent. If not, then an initial acknowledgement will be sent.</p>	<p>Response sent describing resolution. If complaint is still unresolved, then response should acknowledge steps being taken (Option 2 below).</p>

### **A. Format**

Responses will be via e-mail, if an e-mail address was provided. If not, then by mail or an alternative format, if such is requested to accommodate a disability.

### **B. Content**

1. If the complaint can be resolved immediately the response will identify, if appropriate, the action taken by the OSB program to resolve the complaint.
2. If the complaint cannot be resolved within 15 business days, a response will be sent to the client outlining what steps are being taken and whether a further response will be sent.

Possible responses include:

- i. The issue has been referred to the manager of *[name of business unit]* and will be resolved through ... *[action to be described generally but not necessarily specified, as final action may yet to be determined by manager]* or otherwise addressed ... *[e.g., specific incident of complaint to be used as a staff "learning moment" by the manager]*.

- ii. The issue raised is being discussed and explored with another party (e.g., a division within the Ministry of Finance ) to determine how to resolve the complaint;
- iii. The issue raised is being tracked to determine if the problem is, for example, systemic as opposed to a single isolated incident;
- iv. The issue raised will be considered at a future point in time when the program itself is undergoing, for example, a periodic review.

The acknowledgement will commit to a further response if the OSB program expects to resolve the complaint within 6 business weeks. Otherwise, the acknowledgement can be worded without a specific commitment for a further response. In such a case, a suitable response might be:

The OSB program appreciates all feedback and all feedback will be considered as we plan service and program related improvements.

### **MONITORING FEEDBACK:**

OFA business units will monitor their positive feedback. The CEO's office will monitor complaints. The HR Coordinator will monitor feedback related to Accessibility. Annual results will be reported to the CEO and senior management in the final quarter. In developing annual business plans and operational plans, each division will review all relevant feedback and will plan for improvements that may be warranted.

### **CONFIDENTIALITY OF PERSONAL INFORMATION:**

Any information, including personal information, provided in feedback to the OSB program, including personal opinions and views, is collected under the authority of the *Capital Investment Plan Act, 1993* (s. 30) and Ontario Regulation 429/07 (s.7(2) of the *Accessibility of Ontarians with Disabilities Act, 2005* . The OFA collects this information in order to assess its performance in how the OSB program provides its services. Some of the collected information may include personal information about those giving feedback.

Any personal information provided to the OSB program will be used for the primary purposes of:

- logging feedback,
- acknowledging and responding to the complaints as requested, and
- analyzing feedback at the aggregate level and applying feedback to plans for service and program improvement.

For more information about the collection of personal information in this regard, contact the Freedom of Information Liaison Officer, Ontario Financing Authority, at 1 Dundas Street West, Suite 1200, Toronto, Ontario, M7A 1Y7, (416) 325-8000.

## APPENDIX A

### Record of verbal feedback from client / customer

Date feedback received: \_\_\_\_\_

Name of client / customer (optional) \*: \_\_\_\_\_

Contact information (optional) \*: \_\_\_\_\_

\_\_\_\_\_

Staff member receiving feedback: \_\_\_\_\_

Details of feedback:

Follow-up:

Action taken:

Action taken by staff member: \_\_\_\_\_

Date action taken: \_\_\_\_\_

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\* Please note: Advise client that the OSB program will use personal information in order to log feedback, to acknowledge and respond to complaints, and to perform aggregate analysis of the feedback received.