CUSTOMER FEEDBACK PROCESS

PURPOSE

Customers and passenger are provided with an opportunity and are encouraged to provide feedback for any of the following:

- Complaints or concerns about any Ontario Northland services or staff;

- Suggestions for improvement of Ontario Northland services;

- Commendations for services provided by Ontario Northland staff or services;

- Reports of reckless or dangerous driving by Ontario Northland Motor Coach Services;

- Feedback about schedules or fares; and or

- Any other questions, concerns or complaints not listed above.

Ontario Northland will accept and respond to feedback on the manner in which goods or services are provided to people with disabilities.

PROCESS

Customers may forward any feedback for Passenger Services by any of the following methods:

- Phone Passenger Care at 1.800.461.8558;

- Email passengercare@ontarionorthland.ca;

- Fax 705.495.4650;

- Customer Feedback Form; http://www2.ontarionorthland.ca/en/contact-us

- Customer Service Survey; or

- Mail to:

  Ontario Northland Passenger Services
  555 Oak St. E.
  North Bay, ON, P1B 8L3

RESPONSE TO FEEDBACK

When customer feedback or a complaint is received, it is logged, categorized and transferred to the department or staff member responsible for the issue.

Customer inquiries are responded to as quickly as possible, and have a target response time of 24 hours. Inquiries are replied to by phone, fax, email, TTY, or in person, and available in both official languages.

Depending on the nature of the feedback, a representative will attempt to contact the customer within twenty-four hours to three (3) working days. Generally, contact will be made with the customer by the same method that the feedback was made.

Sometimes a complaint or its resolution may be too complicated or, for other reasons, cannot be resolved within three working days. In such cases, a representative will contact the customer to explain what the status of the complaint is and what steps are being taken to resolve it.