

## Accessible Customer Service Feedback Process

### Ontario Lottery & Gaming Corporation

The Ontario Lottery and Gaming Corporation (OLG) is committed to service excellence and to supporting the government's agenda of an accessible Ontario. OLG welcomes and appreciates feedback from our customers. This includes feedback about how we provide services to people with disabilities.

The purpose of this document is to explain OLG's Accessible Customer Service Feedback Process, as required by the Accessibility Standards for Customer Service regulation (O.Reg. 429/07).

Customers can offer feedback about how OLG provides services to people with disabilities by contacting us in one of the following ways:

Telephone	1-800-387-0098
Fax	1-705-946-6796
Mail	70 Foster Drive, Suite 800 Sault Ste. Marie, ON P6A 6V2
Email	Through the Contact Us page at <a href="http://olg.ca">olg.ca</a>

OLG strives to resolve all concerns directly with our customers.

Complaints regarding the Accessibility Standards for Customer Service regulation are received in the OLG Support Centre and logged in the Customer Relationship Management tool. Profiles are created for those individuals requesting follow-up or for escalations.

Complaints are escalated as appropriate until resolution. Escalation paths include, but are not limited to, Coordinator, Manager, Senior Manager and applicable OLG departments.

Under the Accessibility Standards for Customer Service regulation, information about this feedback process must be made available to the public. Upon request, OLG will provide this process in an alternate format.

OLG is authorized by the Accessibility for Ontarians with Disabilities Act, 2005 and the Accessibility Standards for Customer Service regulation (Ontario Regulation 429/07) under the Act to collect feedback about the accessibility of its services.

**Confidentiality of Information**

Personal information concerning an individual's disability cannot be released without written consent of the individual and must be managed in a manner that is consistent with the *Freedom of Information and Protection of Privacy Act (FIPPA)* and other relevant legislation.