

ACCESSIBLE CUSTOMER SERVICE POLICY

PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

Policy Statement

Spinrite is committed to excellence in serving all customers including people with disabilities.

Procedure

Spinrite has developed an Accessible Customer Service Plan which addresses the following:

- Assistive Devices
- Communication
- Service Animals
- Support persons
- Notice of temporary disruption
- Training of staff

Feedback process

Customers who wish to provide feedback on the way Spinrite provides goods and services to people with disabilities can ask to speak with the Store Manager or forward their feedback in writing to Spinrite, P.O. Box 40, Listowel, N4W 3H3, Attention Human Resources Manager.

Access to the Plan

A copy of the Accessible Customer Service Plan can be obtained from the Store Manager. Other formats of the Plan can be obtained upon request.