



Notice of Feedback Process

Policy Statement:

The County of Northumberland recognizes that receiving feedback provides a valuable opportunity to learn and improve.

Every person has the right to make a complaint, offer a suggestion or compliment us on the way we provide our goods and services to people with disabilities

Process:

All feedback received regarding the way in which the County of Northumberland provides goods and services to people with disabilities will be directed to the **Compliance Coordinator**.

If the Feedback Form indicates the customer wishes to be contacted, the County will respond within ten (10) business days either in writing, in person, by e-mail or by telephone acknowledging the receipt of feedback and outlining the action(s) to be taken.

