



360insights Accessible Customer Service Commitment

Providing Goods and Services to People with Disabilities

360insights (Canada/USA/UK) Ltd. is committed to excellence in serving all customers including people with disabilities.

Assistive Devices

Staff is trained and familiar with various assistive devices on site or available to customers with disabilities while accessing our goods or services.

Communication

360insights will communicate with people with disabilities respectfully and in ways that consider their disability.

Service Animals

People with disabilities and service animals are permitted in accordance with local laws.

Support Persons

Persons supporting people with disabilities will be allowed on our premises.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, 360insights will notify customers with a clearly posted notice including information on the reason for the disruption, anticipated length of time of the disruption, and a description of alternative facilities or services if available.



Services/Facilities include:
Our Website, www.360insights.com

The notice will be made publicly available at the following locations:
Our Website, www.360insights.com

Training

360insights will provide accessible customer service training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Individuals in the following positions will be trained:

- All staff will be trained on Accessible Customer Service within 3 months after being hired.

Training will include:

- An overview of Global Accessibility acts, including the Accessibility for Ontarians with Disabilities Act, 2005
- 360insights' Customer Service Commitment and Commitment to Accessibility
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty in accessing 360insights' goods and services.
- Training when any changes are made to our accessible customer service plan.



Feedback Processes

Customers who wish to provide feedback on the way 360insights provides goods and services to people with disabilities can provide feedback in the following way(s):

- Telephone,
- Email
- Client Feedback Survey's sent out at the end of every customer service interaction.

All feedback, including complaints, will be handled in the following manner:

- Reviewed by the Quality Assurance Team
- Addressed by the individual involved
- Supported by the manager
- Escalated to senior leaders if necessary.

Customers can expect to hear back in 2 business days.

Notice of Availability

360insights will notify the public that our documents related to accessible customer service, are available upon request by posting a notice in the following location(s): www.360insights.com

Modifications to this or Other Policies

Any policy, practice or procedure of 360insights that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

***Accessible formats of this document are available free upon request from.**