



## Feedback Process

In order to ensure the continued success and efficacy of our Customer Service, Centre In The Square has set up a process for receiving and responding to feedback given to us by customers with disabilities.

The System includes:

- A hardcopy feedback form which can be filled out and returned to any CITS staff member.
- An email address, [comments@centreinthesquare.com](mailto:comments@centreinthesquare.com), dedicated to customer feedback.
- The option of having an in-person talk to discuss our Customer Service Standards.
- A guarantee that any feedback will receive a response, if desired, within ten (10) business days.

Since customers with disabilities may communicate in different ways, CITS allows them to offer feedback in a variety of formats. Customers can provide feedback in the following manner:

- In person
  - Speak with the Front of House Manager or a Box Office representative on duty.
  - Communicate with staff through a support person.
- By phone
  - Call the Box Office at (519) 578-1570 or 1-800-265-8977.
  - Call the Bell Relay service (BRS) for TTY.
    - Voice to TTY: 1-800-855-0511
    - TTY to Voice: 711
    - TTY to TTY: 1 800 855-1155

The BRS supports communication by phone between hearing people and people who are deaf, deafened, hard of hearing, or those with speech disabilities and is available 24 hours a day, 7 days a week.

[Bell Relay Service](#)
- In writing
  - Mail to 101 Queen St N, Kitchener, ON N2H 6P7.
  - Email to [comments@centreinthesquare.com](mailto:comments@centreinthesquare.com).
  - Message CITS via social media outlets.

Additionally, Centre In The Square will review its process for receiving and responding to feedback in order to:

- Identify additional barriers.
- Ensure compliance.

- Ensure mechanisms are available to persons with disabilities in accessible formats or with appropriate communication supports on request.
- Integrate best practices for improvement.
- Ensure the public is aware of the feedback processes that are available to them.