



## The McAteer Group of Companies

### Customer Service Standard

The McAteer Group of Companies is committed to excellence in serving all customers including people with disabilities. In order to offer superior customer standards:

- ▶ We accommodate and work with assistive devices wherever possible, this includes wheelchairs, walkers, oxygen tanks, white boards, tablets or other devices our customers may use for assistance.
- ▶ We allow trained service animals to accompany customers while in our office.
- ▶ We welcome support persons. A support person may accompany customers, however we will require the customer to authorize the communication of personal information in the presence of the support person. Without the proper authorization information protected under the Personal Information Protection and Electronics Documents Act (PIPEDA) will not be discussed in the presence of the customer support worker as it violates the privacy legislation.
- ▶ Our Employees are trained on how to ensure we offer the best customer service. In situations where we are unable to communicate with a customer in a traditional manner we will suggest ways to communicate the information in a manner in which the customer will be able to understand it. It might be by directing the customer to a website when the information can be read at home using a screen reader, putting everything in writing for a customer with a hearing impairment or enlarging documents for someone that may have difficulty reading small print.
- ▶ Customers should disclose any special needs and offer suggestions in how we can work with them to provide the information or service they require.

We welcome customer feedback. Members may contact Tara Seebaran, Manager of Corporate Services by email at [tseebaran@mcateer.ca](mailto:tseebaran@mcateer.ca); by phone 905-946-8655 x247 or in writing at 45 McIntosh Drive, Markham, ON L3R 8C7.

We will respond to all feedback, including complaints within three business days. We will respond to the customer in writing via email or standard postal mail if they provide us with their contact information.