

Great Blue Heron Casino

Accessible Customer Service Feedback Process

The Great Blue Heron Casino (GBH) is committed to service excellence and too supporting the government's agenda of an accessible Ontario. GBH welcomes and appreciates feedback from our customers. This includes feedback about how we provide services to people with disabilities.

The purpose of this document is to explain GBH's Accessible Customer Service Feedback Process as required by the Accessibility Standards for the Customer Service Regulation (O.Reg. 429/07).

Customers can offer feedback about how GBH provides services to people with disabilities by contacting us in one of the following ways:

Telephone	1-905-985-4888 or 1-888-294-3766
In Person	21777 Island Road, Port Perry, ON
Fax	1-905-985-9974
Mail	21777 Island Road, Port Perry, ON L9L 1B6
E-Mail	info@gbhcasino.com

GBH will strive to resolve all concerns directly with our customers.

Complaints regarding the Accessibility Standards for Customer Service regulation are logged in our database, along with the reason for contact and customer name.

Complaints are escalated as appropriate until resolution. Escalation paths include, but are not limited to, the department manager, compliance department and any other applicable GBH departments.

Under the Accessibility for Customer Service Regulation, information about this feedback process must be made available to the public. Upon request, GBH will provide this process in an alternate format.

GBH is authorized by the Accessibility for Ontarians with Disabilities Act, 2005 and the Accessibility Standards for Customer Service regulation under the Act, to collect feedback about the accessibility of its services.

Confidentiality of information

Personal information concerning an individual's disability cannot be released without written consent of the individual and must be managed in a manner that is consistent with the Freedom of Information and Protection of Privacy Act (FIPPA) and other relevant legislation.