

ABC Montessori

Accessible Customer Service Feedback Policy

2014 / 2015

COMMITMENT

ABC Montessori is committed to excellence in serving all customers including people with disabilities.

Feedback process

Customers who wish to provide feedback on the way ABC Montessori provides goods and services to people with disabilities can provide feedback in the following ways:

- In person
- By telephone
- In writing
- By email

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

Customers will be contacted and asked how they would like to discuss their feedback or complaint, either in person or by telephone. ABC Montessori will investigate, in case of a complaint, and take any necessary corrective action or use the feedback to improve service.

ABC Montessori shall make information about the customer feedback process readily available to the public by posting information on a notice board.