

## Accessible Customer Service Feedback Process

### Fallsview Casino Resort and Casino Niagara

Fallsview Casino Resort and Casino Niagara (Niagara Casinos) are committed to service excellence and to supporting the government's agenda of an accessible Ontario. Niagara Casinos 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 Niagara Casinos Accessible Customer Service Feedback Process, as required by the Accessibility Standards for Customer Service regulation (O.Reg. 429/07).

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

Telephone	Local 905-371-7505 Press 0 for Assistance Call Centre 1-877-376-9722 Toll Free 1-888-325-5788 TTY (Hearing Impaired) 905-371-7647
Fax	1-905-371-7940
Mail	6380 Fallsview Blvd Niagara Falls, ON L2G 7X5
Email	Through the Contact Us page at Fallsviewcasinoresort.com or Casinoniagara.com info@fallsviewcasinoresort.com
Comment Cards	Located throughout both properties (PAC Booth, VIP Booth, Hotel Front Desk, Hotel Rooms, Grand Buffet)
In Person	Fallsview Casino Resort Casino Niagara

Niagara Casinos strives to resolve all concerns directly with our customers.

Complaints regarding the Accessible Standards for Customer Service regulation are received in the Niagara Casinos Call Centre and are tracked and forwarded to appropriate departments. Complaints are followed-up within three business days and the individual with a complaint will receive feedback within this timeline.

Complaints are escalated as appropriate until resolution. Escalation paths include, but are not limited to, Coordinator, Manager, Senior Manager and applicable Niagara Casino departments.

Under the Accessibility Standards for Customer Service regulation, information about this feedback process must be available to the public. Upon request, Niagara Casinos will provide this process in an alternate format.

Niagara Casinos is authorized by the Accessibility for Ontarians with Disabilities Act, 2005 and the Accessibility Standards for Customer Service regulation (Ontario Regulation 429/07) 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 *Personal Information Protection and Electronic Documents Act (PIPEDA)* and other relevant legislation. For more information on our Privacy Policy it is available at <https://fallsviewcasinoresort.com/policies/privacy-policy.html>.