

Nova Vita Domestic Violence Feedback Process for Accessible Client Services

Nova Vita Domestic Violence Prevention Services welcomes feedback on how we provide accessible client service. Client feedback will help us identify barriers and respond to concerns.

Clients will be notified of how to provide feedback in the following ways:

- Posted at main entrances
- Posted on the Health and Safety Board
- Posted on the Website

Clients who wish to provide feedback on the way Nova Vita Domestic Violence Prevention Services provides goods, services or facilities to people with disabilities can provide feedback in the following way(s):

- In person – please speak with any staff member
- By phone – please call 519-752-1005 x222
- In writing – please send to 59 North Park St., Brantford On N3R 4J8
- By e-mail – please email info@novavita.org

When communication with the person with the disability who is providing feedback, staff shall do so in a manner that takes into account the person's disability.

All feedback, including complaints, will be handled by the Manager or Director for the specific program the feedback or complaint relates to.

Clients can expect to hear back in 7 days.

Nova Vita Domestic Violence Prevention Services will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.