



## Accessible Customer Service Feedback

At the Kingston Frontenac Public Library we welcome patron feedback on the services we provide. Patrons with disabilities are welcome to submit feedback in person, by telephone, in writing, by delivering an electronic text by email or on a USB flash drive or through our website. This form may be used by patrons wishing to submit feedback in writing.

Patrons that provide their contact information with formal feedback will receive an acknowledgement of their feedback within two business days of its receipt. The acknowledgement will indicate how the matter will be addressed and when the individual will be notified of the outcome. The library will follow up on any actions required from the feedback and the timing of implementation will be communicated to the patron. Feedback / response will be in a format that is accessible to the patron.

The process to request reconsideration of a decision is outlined in KFPL's [Service Feedback Standards](#).

**Patron Contact Information:** (e.g. name, phone number, email address etc.)

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**Feedback:** (Please provide a detailed description of the issue or suggestion)

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### Feedback must be submitted to the attention of:

Director, Human Resources

Kingston Frontenac Public Library

130 Johnson Street, Kingston ON K7L 1X8

Email: [administration@kfpl.ca](mailto:administration@kfpl.ca)

Telephone: 613-549-8888 extension 3515 Fax: 613-549-8476

Website: [www.kfpl.ca](http://www.kfpl.ca)

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