



Accessible Customer Service Procedure

Subject: Encouraging Public Feedback

This Procedure supports:

Policy: Accessibility Policy #3012

Objective: Employee Training

Issued by: Brian Kayes, Accessibility Coordinator

Developed by: Accessibility Working Group

Date: March 15, 2017

Revised by: New

Revision dates: New

The following procedure outlines the steps the City of Brandon follows to create opportunities to receive and respond to feedback from anyone who may choose to comment on any of the City's services.

The City Clerk's Office will ensure the options and process for the public to provide feedback is advertised:

- On the City's website at [Link to City of Brandon Website](#)
- In local media including newspaper and radio
- Through social media including Facebook (City of Brandon-Local Government) and Twitter (@City of Brandon)
- By employees staffing the Citizen Enquiry line at 204-729-2186

City Council and City Departments can be contacted through:

- On our website through [Link to Email Council and Departments](#) or
- The Citizen Enquiry line at 204-729-2186
- **City Council** may be contacted through the City Clerk's Office at 204-729-2207
- Council contact information is also available on the website [Link to Council Information](#)
- City department information is also found in telephone directories (Brandon, City of)

City Departments will ensure their contact information is current and available on the City website.

City Council meetings are open to the public and are available:

- Broadcast live on WCG-TV
- Archived meeting videos are available on-line ([Link to Archived Meeting Videos](#))
- Council Meetings are advertised:
 - On our website
 - Through local newspaper and radio media
 - Social media