

Village of Oil Springs Policies and Procedures

Number: Acc - 02	Date Issued: January 1, 2010	Date Revised: June 12, 2025
Initiated by: Martha Gawley Clerk Treasurer		
Signature: _____,		
Approved by: Council Mayor		
Signature: _____,		
Section: Accessibility for Persons with Disabilities		
Subject: Process to receive and respond to feedback		

Process to receive and respond to feedback on how goods and services are provided to persons with disabilities.

Feedback/Concerns/Complaints

We welcome your feedback about accessibility at Village of Oil Springs facilities and invite your comments, concerns, or complaints.

Suggested Steps:

1. Approach the Municipal Office directly to provide feedback or seek assistance.
2. If necessary, further feedback can be directed to:

Village of Oil Springs
Attn: Martha Gawley, Clerk Treasurer
4591 Oil Springs Line
Oil Springs, ON N0N 1P0
Phone (519)834-2939
Fax (519)834-2333
Email clerk@oilsprings.ca

We may need to contact you to provide further information.
Please include:

- Your name
- Contact information (telephone and/or email)
- A brief summary of your feedback, concern, or complaint

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All feedback, concerns or complaints will be reviewed and forwarded to an appropriate individual at the Village of Oil Springs and will be dealt with on an individual basis in a manner deemed appropriate by the individual receiving the feedback, concern, or complaint.