


<b>Policy Name:</b>	<b>ACCESSIBILITY FEEDBACK PROCEDURE</b>		
<b>Policy Number:</b>	<b>AODA-107</b>	<b>Formerly</b>	<b>AODA-7</b>
	<b>Creation Date: November 2011</b>	<b>Reviewed Date: March 2018</b>	<b>Executive Director</b>

### Policy Statement

The West Elgin Community Health Centre (the “Centre”) encourages clients and community partners to provide feedback on the accessibility to services and care we provide.

The process of resolution of feedback may result in changes to systems that will improve access to care and services.

### PROCEDURE

Feedback from a member of the public about the delivery of care to persons with disabilities may be given by telephone, in person, in writing, in electronic format or through other methods.

Accordingly and where possible, Staff and/ or Managers/Coordinators should provide a Feedback/Complaint Form and encourage the client to document the feedback and provide assistance to complete the form if required. These forms are available at reception and on our website at: [www.wechc.on.ca](http://www.wechc.on.ca).

All verbal and written feedback will be reviewed by the Leadership Team on an ongoing basis. Reasonable efforts will be undertaken to improve accessibility where possible.