

Policy Name:	Integrated Accessibility Standards Regulation (IASR) Customer Service Standard - ACCESSIBILITY FEEDBACK PROCEDURE		
Policy Number:	AODA-107	Formerly	AODA-7

 West Elgin Community Health Centre	Creation Date:	Reviewed Date:	Executive
	November 2011	May 2021	Director

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 provided.

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, through the website, in writing, in electronic format or through other methods.

Accordingly and where possible, Staff and/or Director/Coordinators should provide a Feedback/Complaint Form and encourage clients to document accessibility feedback providing assistance, including providing accessible formats and communication supports upon request, to complete the form if required. These forms are available at Reception and on our website at wechc.on.ca.

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