


Policy Name:	Integrated Accessibility Standards Regulation (IASR) Customer Service Standard - ACCESSIBILITY FEEDBACK PROCEDURE		
Policy Number:	AODA-107	Formerly	AODA-7
	Creation Date: November 2011	Reviewed Date: December 2023	Executive 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.

CROSS-REFERENCE

POLICY AODA-101 Our Commitment – Accessibility for Persons with Disabilities

POLICY AODA-102 Customer Services – Communicating with Persons with Disabilities

POLICY AODA-103 Customer Service – Use of Assistive Devices

POLICY AODA-104 Customer Service – Support Persons

POLICY AODA-105 Customer Service – Service Animals

POLICY AODA-106 Customer Service – Notice of Disruptions in Service Procedures

POLICY AODA-108 Integrated Accessibility Standards (IASR) – Information, Communication and Employment