STATEMENT of POLICY and PROCEDURE			
Manual:	AODA- Integrated Accessibility Standards	Policy No.	**AS 2.06**
Section:	Customer Service	Issued:	July 2022
Subject:	**Customer feedback policy**	Effective:	Jan. 1st, 2012
Issue to:	All Manual Holders	Page:	1 of 2
		Replaces:	**1st edition-issued Jan. 2012**
Issued by:	Executive Director & Administration	Dated:	Dec. 2011

1 POLICY

1.01 Bridges Community Health Centre (CHC) welcomes feedback as it encourages continuous service improvements. Feedback from a member of the public about the delivery of services to persons with disabilities may be given by telephone, in writing, in electronic format or through other methods. A feedback form is prepared and should be used for that purpose.

2 PURPOSE

2.01 The purpose of this Statement of Policy and Procedure is to implement a process for individuals to provide feedback on how Bridges CHC provides services to people with disabilities, responds to any feedback and takes action on any complaints/suggestions, as required by the Accessibility Standards for Customer Service. Feedback from our clients and the general public gives Bridges Community Health Centre opportunities to learn, improve and acknowledge performance.

3 SCOPE

3.01 This policy applies to all employees and all facilities of Bridges Community Health Centre.

4 RESPONSIBILITY

4.01 It is the responsibility of the managers and/or immediate supervisors to ensure that all employees follow the guidelines set out in this policy.

4.02 Each manager and/or immediate supervisor is responsible to ensure all employees are trained under the Accessibility Standards for Customer Service and this policy, practices and procedure.

5 DEFINITIONS

None

6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

Accessibility for Ontarians with Disabilities Act, 2005

Accessibility Standards for Customer Service, Ontario Regulation 429/07

7 PROCEDURES

7.01 Please use the feedback form template to fulfil the requirements of this policy. All employees will have access to the form on the *Shared Drive*, in the folder – *Bridges CHC Forms*. Bridges CHC will post the form to its website with the applicable contact information as well.

7.02 Feedback can be communicated to Bridges CHC via telephone, email, mail, online form, verbally in person or any other means that effectively accommodates the person with the disability.

7.03 If an individual indicates that he or she would like a response, Bridges CHC is responsible for addressing that individual's comments and/or suggestions in a timely fashion. In some cases, comments may be very specific to one situation. In other cases, comments may be broader and provide an opportunity for enhancing Bridges CHC's policies and practices.

7.04 Record feedback received, and actions taken.