

Policy and Procedure

Subject: Customer Feedback Service policy	
Section: Customer service	
Issued by: Human Resources	Approval date: January 1, 2012
Approved by: Management	Effective date: January 1, 2012
	Revision date: June 28, 2021

 1. **Policy:**

Bellwood Health Services 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:**

The purpose of this Statement of Policy and Procedure is to implement a process for individuals to provide feedback on how Bellwood Health Services 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 customers gives Bellwood Health Services opportunities to learn, improve and acknowledge performance.

 3. **Scope:**

This policy applies to all employees, doctors, volunteers and contractors of Bellwood Health Services.

 4. **Responsibility:**

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

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

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5. **Procedure:**

Please use the feedback form template to fulfil the requirements of this policy. The form is posted on the Bellwood Health Services website with the applicable contact information.

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

If an individual indicates that he or she would like a response, Bellwood Health Services is responsible for addressing that individual’s comments/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 Bellwood Health Services policies and practices.

Record feedback received and actions taken.

6. **References:**

Accessibility for Ontarians with Disabilities Act, 2005

Accessibility Standards for Customer Service, Ontario Regulation 429/07