

Procedure	AODA Feedback Process	Number	5.10.10.P7
Refer to	Accessible Customer Service 5.10.10	Original Reviewed Revised Next Review Date	February 22 2010 June 9 2017 June 9 2017 June 9 2021
Written by	Corporate Services	Approved by	Medical Officer of Health

The Haliburton, Kawartha, Pine Ridge District Health Unit welcomes feedback about the way it provides goods or services to persons with disabilities, in person, by telephone, electronic or hard copy correspondence. Upon request, the Health Unit will provide or arrange for the provision of accessible formats and communications supports.

The steps for employees to facilitate the feedback process are:

1. Provide members of the public who wish to provide feedback surrounding an accessibility issue with a copy of form CorpServ 201, or direct them to the Health Unit website where they can access form CorpServ 201 at www.hkpr.on.ca/about/accessibility.
2. Complete form CorpServ 201 upon receipt of a complaint from a member of the public regarding accessibility issues and forward completed form CorpServ 201 to the Accessibility Coordinator within 48 hours of receipt of the complaint.
3. Complete form Corp Serv201 if the employee has a personal accessibility concern and forward it to the Accessibility Coordinator.

The Accessibility Coordinator will:

1. Log and investigate the feedback.
2. Acknowledge the feedback in writing, in person or by telephone, describing the course of action to be taken in response to the feedback.
3. Facilitate completion of the course of action to be taken.
4. Report annually in February to the Executive Committee on feedback received the previous calendar year.

Source documents:

Accessibility for Ontarians with Disabilities Act