



Client or Community Feedback Policy

Manual: Quality and Risk Management	Document Owner: Jenny Marshall	Reference Number: 07.07
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PURPOSE

Lambton Elderly Outreach (LEO) is committed to providing services that are accessible to all persons covered by its mandate. Feedback about services and the way they are provided to clients is welcomed and important to LEO.

This policy and its sub-policies apply to:

- a. All staff, volunteers, students, contractors, consultants and others working on behalf of LEO and who communicate with clients, consumers and the public.
- b. Staff, board members, volunteers and others who are involved in developing policies and procedures regarding the standard.

POLICY

LEO obtains feedback from clients, family members, and community partners. Feedback and complaints may be given by telephone, in writing, electronically, in person, or through other reasonable methods that effectively accommodates the person with the disability.

All feedback shall be followed up on and will be acted upon where appropriate. LEO shall record feedback and actions taken.

Depending on the nature of the feedback, the appropriate department shall be involved. Others will be directed to the Director of Human Resources, Quality and Risk. If an individual indicated that they would like a response, LEO is committed to respond to that individual's comments/suggestions in a timely fashion. Comments, suggestions, and actions shall be dealt with on a case-by-case basis.

Methods of Feedback:

Telephone: 519-845-1353

Fax: 519-845-1364

Mail: 4486 London Line
Wyoming, ON N0N 1T0

Email: feedback@lambtonelderlyoutreach.org

REFERENCE/SOURCE:

Accessibility for Ontario with Disabilities Act 2005
Accessibility Standards for Customer Service, Ontario Regulation 429/07

RELATED DOCUMENTS:

Feedback

Client Complaint / Concern Form

Client Survey

Quality Assurance Surveys