



Section 4 – Program Services		
4.015– AODA Feedback Procedure		
Effective: December 12, 2017	Revised Date:	Revised Date:
Attachments:		

Purpose:

To provide clarity and direction with regard to the actions that GreeneStone will take if a resident, visitor or Employee expresses a concern, or provides comments on the provision of services to persons with disabilities.

Eligibility:

All Greenestone employees, residents, and others who interact or work with the public or third parties on Greenestone’s behalf.

Procedure:

Greenestone has outlined the following procedure for employees to follow:

- All feedback will be reviewed and forwarded to the appropriate Manager/Management member/Employee/ Department for follow-up.
- Where possible, complaints will be addressed immediately by Employees however; some complaints may require more effort to address, and must be reviewed for action.
- Residents can expect acknowledgement of verbal/telephone/email feedback within five (5) business days, and within 30 business days of the receipt of a mailed complaint.
- In some cases, it may not be possible or appropriate to acknowledge feedback, for example, if the client wishes to remain anonymous, or indicates that he/she does not want to receive an acknowledgment.
- The acknowledgement will indicate when the matter will be addressed and when the client will be notified of the outcome.
- All feedback received shall be maintained in strict confidence and used solely to improve customer service.
- Greenestone will follow up on any actions arising from the feedback and the timeframe for implementation will be provided as part of the notification of outcome;



- Feedback/response will endeavor to be in a format that is accessible to the complainant.

Feedback regarding the way Greenestone provides services can be submitted using the following channels:

In Person

- Feedback in person should be directed to Employees who will provide that feedback to the Clinical Manager/Director of Operations and to VP GSM.

By Mail

- Feedback through mail should be directed to:

Attention: Dr. Anita Teslak, C. Psych.
175 Commerce Valley Drive West Suite 300,
Markham, ON L3T 7P6

By Email

- Feedback by email may be sent to info@canatc.ca information@greenestone.net

Related Policies

- Policy #: 4.010 – Accessible Customer Service

Approved by: Dr. Anita Teslak, C. Psych.