

POLICY – FEEDBACK

- 18.0 The Customer Service regulations require a process for individuals to provide feedback on how goods and services are provided to people with disabilities, how the LHINs will respond to any feedback and take action on any complaints/suggestions. Feedback from our customers gives the LHIN opportunities to learn, improve and acknowledge performance.

PROCEDURES

- 19.0 Please refer to LHIN Best Practices, Tools and Templates for a simple feedback template. It is recommended that each LHIN post the template to its web site with the applicable contact information.
- 20.0 Feedback can be communicated to the LHINs via telephone, email, mail, or any other means that effectively accommodates the person with the disability.
- 21.0 If an individual indicates that he/she would like a response, the LHIN 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 LHIN policies and practices.
- 22.0 Please refer to LHIN Best Practices, Tools and Templates for a Record of Feedback template to assist the LHINs in tracking feedback received and actions taken.