



CANADIAN ADDICTION TREATMENT CENTRES

Human Resource Policy & Procedures Manual

Section: Patient Services

Procedure: AODA Feedback Procedure

Date issued: December 2017

Procedure #: 7.02a

Review Date: October 2019

Purpose:

To provide clarity and direction with regard to the actions that Canadian Addiction Treatment Centre (CATC) and affiliated brands will take if a patient, visitor or Employee expresses a concern, or provides comments on the provision of services to persons with disabilities.

Eligibility:

All CATC employees, patients, and others who interact or work with the public or third parties on CATC's behalf.

Procedure:

CATC 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 at the location, however; some complaints may require more effort to address, and must be reviewed for action.
- Patients 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 patient 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 patient will be notified of the outcome.
- All feedback received shall be maintained in strict confidence and used solely to improve customer service.
- CATC 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 endeavour to be in a format that is accessible to the complainant.

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

Online

- Feedback may be provided by completing the Feedback Form on the CATC website. Feedback sent through the website will be directed to the Senior Manager of Quality.

In Person

- Feedback in person should be directed to location Employees who will provide that feedback to the clinic Manager.

By Mail

- Feedback through mail should be directed to:
Attention: Jody Whaley
Senior Manager, Quality and Continuous Improvement
175 Commerce Valley Drive West, Suite 300,
Markham, ON L3T 7P6

By Email

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

Related Policies

- Policy #: 7.02 Accessible Customer Service

Approved by:

A handwritten signature in black ink, appearing to be 'SL' with a long horizontal stroke extending to the right.

Sonya Lockyer, Chief Operating Officer