

SECTION:	PUBLIC RELATIONS	POLICY NUMBER:	PR 05-022
SUB-SECTION:	Patient/Community Relations	EFFECTIVE DATE:	2009-12-03
SUBJECT:	Customer Service: Feedback Process	LAST REVISION DATE:	

POLICY:

Cornwall Community Hospital will provide a process to enable all employees, members of the professional staff, volunteers, stakeholders, contracted service staff and clients to communicate feedback to the Hospital on the service provided in compliance with *Ontarians with Disabilities Act*, (ODA) and the *Accessibility for Ontarians with Disabilities Act (AODA)*.

PROCEDURE:

1. The Accessibility Committee will:
 - a) Communicate information and Accessibility Plans to stakeholders as per hospital policy and the *Ontarians with Disabilities Act*, (ODA) and the *Accessibility for Ontarians with Disabilities Act (AODA)* regulations.
 - b) Provide a forum for an Accessibility Public Feedback Process using a variety of methods:
 - Personal contact, (letter, telephone call, email)
 - Survey
 - Any other means of communication not previously mentioned.
 - c) Consider suggestions and/or criticisms received on the provision of accessible customer services.

2. Any staff member initially contacted with concerns will:
 - a) Accept information regarding the services provided;
 - b) Forward the information to the Accessibility Committee and to the Director of Quality Performance in accordance with policy no. PR 05-020 – Complaints – Patient/Family.

3. The Accessibility Committee, in consultation with Hospital Administration, will:
 - a) Make recommendations based on the *Ontarians with Disabilities Act*, (ODA) and the *Accessibility for Ontarians with Disabilities Act (AODA)* regulations.
 - b) Respond to the communication as per Hospital Quality Performance procedures and timelines.

APPENDICES:	
REFERENCE DOCUMENTS:	<ul style="list-style-type: none"> • <i>Accessibility for Ontarians with Disabilities Act, 2005 (AODA)</i> • <i>Ontarians with Disabilities Act, (ODA)</i>

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	<ul style="list-style-type: none"> • CCH Policy No. CR 10-015 - Incident Reporting, Investigation & Follow-up • CCH Policy No. CM 05-085 - Public Communication Materials • CCH Policy No. CM 05-075 - Public Communications • CCH Policy No. PR 05-020 – Complaints – Patient/Family
REPEALED POLICIES:	
APPROVAL PROCESS:	Accessibility Committee – October 26, 2009 Senior Administration Team – December 1, 2009 Board of Directors – December 3, 2009
APPROVAL SIGNATURE:	Jeanette Despatie Chief Executive Officer

Version française disponible sous l'objet "Service à la clientèle : processus de rétroaction"

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