



Anishinabek Family Care
Human Resource Policy & Procedures Manual

Section 11 Accessibility for Ontarians with Disabilities	
Policy Title: Feedback Process	Approval Date: July 2015, June 2016; February 2020
Policy No: 11.10	Review Date: June 2016; February 2020

POLICY

The ultimate goal of Dilico is to meet and surpass expectations while serving individuals with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

PROCEDURES

1. Feedback regarding the way Dilico provides services to people with disabilities can be made by email at www.dilico.com or verbally in person or by telephone at 1-855-623-8511.
2. All feedback should be directed to the Assistant Director of Human Resources or the Director of Finance and Corporate Services.
3. Feedback will be responded to by request within 10 days.
4. Feedback is tracked and analyzed to facilitate continuous improvement in the way we provide service to individuals with disabilities.
5. If the feedback constitutes a complaint about Dilico's accessibility, attempts are made to resolve it immediately.
 - If this cannot be achieved, the complaint is forwarded to the Executive Director or designate.
 - The Executive Director or designate responds with ten (10) business days using the same means of communication that was used to provide the feedback.
 - All reasonable efforts are made to resolve the complaint.



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6. Dilico will ensure the feedback process is accessible by providing or arranging for accessible formats and communication supports, on request.

RELATED FORMS AND POLICIES
1. #11.01 Customer Service Standard
2. #11.02 Accessibility Plan