

Policy ADM 1.7 AODA – Feedback and Complaints Process

PURPOSE

These procedures and practices have been established for the purpose of fulfilling the requirements of the Accessibility Standards for Customer Service (*Ontario Regulation 429/07*).

CCAC Responsibilities Regarding Feedback and Complaints Process

The CCAC is committed to providing clients with information regarding the CCAC complaints process, including complaints about the CCAC, CCAC contracted service providers, or about health system partners.

The CCAC acknowledges, reviews, and makes best effort to resolve complaints regarding access and services as specified under the Accessibility for Ontarians with Disabilities Act (AODA).

The CCAC is responsible for managing complaints in order to improve the ability of our clients/customers to access our goods and services. For this reason, the compliments and complaints of our clients/customers are important as they may contribute to service improvements.

Service Providers and Others Providing Goods and Services on behalf of CCAC

Service Providers and others providing goods and services on behalf of CCAC will adhere to these procedures and practices.