 <p>LONDON X-RAY ASSOCIATES EST. 1931</p>	Manual	HUMAN RESOURCES
	Section	Accessibility for Ontarians with Disability Act (AODA) – Accessibility Standards
	Sub-section	Customer Service
	Subject	Visitor and Patient Feedback
	Date of Origin	August 1, 2016
	Review Dates	January 1, 2020; May 1, 2024
	Revision Dates	Version 2
	Approved By	COO


Objective: London X-Ray Associates (LXA) welcomes feedback as it encourages continuous service improvements; Feedback from a member of the public about the services to persons with disabilities may be given by telephone, in writing or in electronic format. To provide clarity and direction with regard to the actions that LXA will take if a patient, visitor or employee expresses a concern, or provides comments on access to LXA services.

LXA will also provide opportunities for the public to provide feedback on the process itself using the same methods as listed above.

Scope: This policy applies to all LXA employees, students, and others who interact or work with the public or third parties on LXA’s behalf, herein referred to as “Employees”.

Procedure(s): LXA has outlined the following procedures for employees to follow:

- all feedback will be reviewed and forwarded to the appropriate Coordinator/Director/COO, 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;
- visitors and patients can expect acknowledgement of verbal/telephone/e-mail feedback within two (2) business day, and within 14 business days of the receipt of a mailed complaint;
- the acknowledgement will indicate when the matter will be addressed and when the client will be notified of the outcome;
- in some cases, it may not be possible or appropriate to acknowledge feedback, for example, if the client wishes to remain anonymous, or indicates that he/she does not want to receive an acknowledgement;
- LXA 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;

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- feedback/response will endeavor to be in a format that is accessible to the complainant.

Feedback regarding the way LXA provides services and the feedback process itself can be submitted:

Online

Complete the general contact information form on www.lxa.on.ca. Feedback will be directed to Jena Winterburn, Chief Operating Officer.

By Telephone

519-672-5270

In Person

In-person feedback should be directed to the clinic (location) employees who will pass it on to their Coordinator.

By Mail

London X-Ray Associates
109-4053 Meadowbrook Drive,
London, ON, N6L 1E9

By E-Mail

info@lxa.on.ca