

# AODA FEEDBACK PROCEDURE

## PURPOSE

The purpose of this procedure is to provide clarity and direction regarding the actions that LifeLabs LP will take if a customer, visitor, or Employee expresses a concern, or provides comments on access to LifeLabs services.

This policy applied to all LifeLabs Employees, students, and others who interact or work with the public or third parties on LifeLabs behalf, herein referred to as “Employees”.

## PROCEDURES

LifeLabs has outlined the following procedures 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.
- Customers can expect acknowledgement of verbal/telephone/email feedback within one (1) business day, and within 30 business days of the receipt of mailed feedback.
- In some cases, it may not be possible or appropriate to acknowledge feedback, for example, if the customer wished to remain anonymous, or indicates that he/she does not want to receive a response.
- The acknowledgement will indicate when the matter will be addressed and when the customer will be notified of the outcome.
- LifeLabs 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 endeavor to be in a format that is accessible to the Customer

Feedback regarding the way LifeLabs provides services can be submitted:

### *Online*

Feedback may be provided by completing the Contact-Us Form on the LifeLabs website.

Feedback sent through the website will be directed to the Customer Care Centre within the Customer Experience Management (CEM) Program.

Feedback may be provided by completing a survey on the LifeLabs website.

Feedback sent through the website via a survey will be directed to the responsible Employee, Supervisor or Manager within the Customer Experience Management (CEM) Program.

### *By Telephone*

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Feedback may be provided by contacting 1-877-849-3637 (Ontario).

## *In Person*

Feedback in person should be directed to location Employees who will provide that feedback to the Patient Service Centre Manager and log the feedback into the Customer Experience Management program.

## *By Mail*

Feedback through mail should be directed to:

Customer Care Centre Manager  
Kennedy Laboratory  
6560 Kennedy Rd.  
Mississauga, ON L5T 2X4

## **REFERENCES/ RELATED DOCUMENTS**

Accessibility Standards for Customer Service Procedure - ON (ID#16729)

Customer Experience Management (CEM) Overview (ID#41265)