

VILLA ITALIA RETIREMENT RESIDENCE

Department	Accessibility Standards	Policy #	VI-HS-PP-021-7
Section	Customer Service	Issued	12/01/11
Subject	Customer Feedback and Complaints Policy	Page	Page 1 of 4
Issued to	All Employees	Replaces	NEW
Issued by	Pat Mostacci, Executive Director	Dated	12/01/12
	Laura DiStefano, Executive Assistant		

POLICY

Villa Italia Retirement Residence will establish an accessible two-way feedback/complaints process for receiving and responding to about the manner in which goods, services, programs and opportunities are provided to persons who have disabilities. The process will be made known to the public including what happens to complaints or feedback when they are received.

PRINCIPLES

All persons who receive goods and services and access programs at Villa Italia Retirement Residence shall have the opportunity to provide feedback on what is being done well by Villa Italia Retirement Residence, what can be improved and an avenue for complaints.

PURPOSE

To provide a genuine opportunity through accessible means for persons who have disabilities to give feedback and make complaints regarding the provision of goods, services, programs and opportunities provided by Villa Italia Retirement Residence.

GOALS

To assess and continually improve goods and services provided to persons who have disabilities.

RESPONSIBILITY

It is the responsibility of all management, staff, volunteers, agency workers, contractors and consultants, working on behalf of Villa Italia Retirement Residence, to follow and carry out the procedures outlined below.

All management, staff, and volunteers will be made aware of and trained to better understand the purpose and intent of this policy and to implement the procedures effectively.

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All staff that work with or contracts agency workers, contractors and/or consultants to work on behalf of Villa Italia Retirement Residence will ensure that they are made aware of the purpose and intent of this policy and its procedures.

PROCEDURES

1. Communication notices, about the options for receiving and responding to feedback and complaints, will clearly set out various means by which persons with disabilities can provide feedback, compliments and/or complaints regarding access to and the quality of services, programs and opportunities provided by Villa Italia Retirement Residence.
2. Information about the process will be readily available to the public.
3. The feedback and complaints will be collected and recorded on the Accessibility Feedback and Complaints Form that can be found at the reception desk. Feedback, compliments and complaints can be submitted to staff by any other method chosen by the resident.
4. Staff will provide feedback and complaint forms at the point of service or delivery of programs.
5. Staff will make available to persons with disabilities a variety of methods for providing feedback, compliments and complaints.
6. The feedback and complaints processes must be developed in inclusive modes, catering for the needs of persons with disabilities.
7. Persons with disabilities can provide feedback and complaints using the Accessibility Feedback and Complaints Form, they can call Reception and ask to speak with a department manager; they can speak to any member of staff, use e-mail, and provide their feedback in writing, on a CD or any other method that meets their needs.

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8. While receiving the feedback or complaint, staff must explain to the individual how the feedback or complaint will be processed (who reads it, when a response will be provided, if requested, timeframe for resolution or action and follow-up).
9. Department managers will ensure that all feedback and complaints are investigated and specific action(s) identified and resolved. In other words, departments continue to respond to and resolve complaints in a timely manner.
10. When complaints are received they will be forwarded to and responded by the Executive Director and or their designate. The complaint will be responded to as quickly as possible and resolved by the appropriate department. Complaints will also be recorded on the Accessibility Feedback and Complaints Form.
11. All staff will have access to feedback and complaint forms that they will use to record complaints and feedback on behalf of the individual, unless the individual wishes to record and make their own feedback or complaint in a manner that is suitable to them.
12. Management will ensure that information is clearly posted on their premises regarding the process for making complaints or providing feedback including what happens once complaints and feedback forms are received.
13. All complaints and feedback forms, once completed, unless entered electronically will be sent to the attention of the Executive Director.
14. Complaints and feedback forms will be tracked and monitored by the Administration Office.
15. The person providing the feedback or making a complaint will be apprised of the outcomes by staff should they request a follow up. (If the complaint or feedback is anonymous then follow up may not be possible). Follow up will be within ten (10) working days, unless there are circumstances that prevent such response time. If a response is delayed, the person providing the feedback or making a complaint must be apprised of the delay.

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FORMS

Customer Feedback Form regarding Accessibility – Form # HS-FRM-086

Record of Customer Feedback Form regarding Accessibility – Form # HS-FRM-087

Annual Resident / Family Experience Survey (completed by residents and family members, submitted to Marketing Department)

VILLA ITALIA RETIREMENT RESIDENCE
Customer Feedback Form regarding Accessibility
FORM # HS-FRM-086

Date of Visit: _____ Time of Visit: _____

Name (optional) : _____

Would you like a representative from Villa Italia Retirement Residence to contact you regarding your feedback? Yes No

Contact Information (Optional) _____

Thank you for visiting Villa Italia Retirement Residence. We value our residents and strive to meet everyone's needs.

Did we respond to your customer service needs today? Yes No

Was our customer service provided in an accessible manner? Yes No

Yes (please explain below) Somewhat (please explain below) No

Did you have any problems accessing our goods and services?

Yes (please explain below) Somewhat (please explain below) No

Please add any other comments you may have:

Signatures

Signature of Family Member or Customer: _____

Signature of Manager: _____

VILLA ITALIA RETIREMENT RESIDENCE
Record of Customer Feedback Form regarding Accessibility
FORM # HS-FRM-087

Record of Customer Feedback Form Information	
Date of Feedback Received	
Name of Customer (if provided)	
Customer Contact Information (if provided)	
DETAILS:	
Follow Up	
Action to be Taken	Staff Member Responsible
Additional Comments:	