



CATEGORY: Human Resources POLICY NO. : DRFMC 011

SUBJECT: **Accessibility for Ontarians with Disabilities:** Pages:
Feedback Pages: **2**

APPROVED BY: Lead Physician, Dr. Tom Tobin DATE: November 28, 2011
 Clinic Operations Manager, Kevin McGuirk

FEEDBACK:

Feedback from our patients and clients provides the Dawson Road Family Medical Clinic (DRFMC) opportunity to learn and improve our healthcare services. DRFMC recognizes that the right of our patients/clients to issue a complaint, compliment or suggestion on ways to improve or service(s).

To assist DRFMC in ensuring that the delivery of our goods and service to those with disabilities is provided in a effective and timely manner, the patient/client is invited to provide their feedback as follows:

In writing, in person, e-mail or telephone, addressed to:

DRFMC C/O Clinic Operations Manager

83 Dawson Road

Guelph, Ontario

N1H 1B1

(519) 766-1360 ext. 273

kevin.mcguirk@drfmc.ca

The Clinic Operations Manager will respond accordingly to all inquiries and issues. The determination of action may require input from the DRFMC Association of Physicians, and/or, the Dawson Road Medical Clinic Inc.