

True North Imaging

Feedback Procedure

Objective: To provide clarity and direction with regard to the actions that True North Imaging (“TNI”) will take if a client, visitor or Employee expresses a concern, or provides comments on access to TNI services.

Procedures:

TNI has outlined the following procedures for Employees to follow:

- All feedback will be reviewed and forwarded to the appropriate Manager and 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.
- Clients can expect acknowledgment of verbal, telephone or email feedback within one (1) business day, and within thirty (30) business days of the receipt of a mailed complaint.
- 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 acknowledgment.
- The acknowledgment will indicate when the matter will be addressed and when the client will be notified of the outcome.
- TNI will follow up on any actions arising from the feedback and the time frame for implementation will be provided as part of the notification of outcome to the client.
- TNI will take reasonable steps to provide feedback in a format that is accessible to the complainant.

Feedback regarding the way TNI provides services can be submitted:

Online

- Feedback may be provided through the TNI website under the “PATIENT” tab.
- Feedback sent through the website will be directed to the location Supervisor or designate and a copy will be sent to the VP Operations.

By Telephone

- Telephone feedback can be directed to location Employees to be addressed immediately where possible or TNI Head Office if complaint requires more effort to address, and must be reviewed for action.

In Person

- Feedback in person should be directed to location Employees to be addressed immediately where possible or to the location Supervisor or designate if complaint requires more effort to address, and must be reviewed for action.

By Mail

- Feedback through mail should be directed to:
True North Imaging
RE: Patient Experience
7330 Yonge Street, Suite 120
Thornhill, Ontario L4J 7Y7

By E-mail

- Feedback may be provided by e-mail to the VP Operations at ctaylor@truenorthimaging.com

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