

## **True North Imaging**

### **Feedback Procedures**

**Objective:** To provide clarity and direction regarding 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 who 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 to the VP Operations at [jhartman@truenorthimaging.com](mailto:jhartman@truenorthimaging.com)

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