



WINDSOR CARDIAC CENTRE
Global Cardiovascular Management



Feedback Process

Feedback can be submitted in the following ways:

- **In Person:** Speak with any staff member or ask for a manager at reception
- **By Phone:** Call us at **519-250-4449**
- **By Email:** Send your comments or concerns to **feedback@cardiaccentre.ca**
- **In Writing:** Send to **Windsor Cardiac Centre 5-2545 Ouellette Ave, Windsor, ON, N8X 1L9**
ATTN: Accessibility Coordinator or Clinic Manager

Alternative formats and communication supports (e.g., large print, plain language, or verbal assistance) are available upon request to ensure all individuals, including those with disabilities, can provide feedback in an accessible manner.

Once feedback or a complaint is received, the clinic follows these steps:

1. **Acknowledgment:** We will respond to feedback within 3-5 business days. If additional information is needed, WCC may contact the individual directly.
2. **Assessment:** The issue is reviewed by the Accessibility Coordinator and Clinic Manager to assess the nature and impact of the concern.
3. **Investigation & Action:** Where appropriate, investigations are conducted, and necessary corrective actions are identified and implemented. This may include:
 - Adjusting policies or procedures
 - Providing staff retraining
 - Modifying facilities or communication methods
 - Offering additional accessibility supports
4. **Response:** A formal response will be provided to the individual who submitted the feedback, outlining:
 - The outcome of the review
 - Any action taken or planned
 - Any additional steps available to them (e.g., escalation)

Responses are provided in a format that is accessible to the individual (e.g., written, verbal, or in alternative formats as requested).