



UNIVERSITY OF OTTAWA  
HEART INSTITUTE  
INSTITUT DE CARDIOLOGIE  
DE L'UNIVERSITÉ D'OTTAWA

## AODA COMPLIANCE DOCUMENT

### Record of Accessibility Feedback

Feedback Received By:

Date Feedback Received:

Name of Patient (Optional):

Contact Information:

Issue Identified:

Action to be Taken:

- 1) Respond to the person and acknowledge the complaint or service issue
- 2) Forward to the appropriate person/dept within the organization:

- Quality
- Risk Management
- Patient relations
- Communications
- Facilities Management
- Clinical Directors/Managers/Staff
- IT
- Admin / support staff
- Volunteers
- Senior Administration
- Other:

3) Discuss action to be taken

4) Obtain commitment to follow up by the most appropriate person with the complainant.

5) Record actions: e.g. telephone calls, email, etc.

Conclusion: