



Accessible Feedback Process Document

1. Purpose

Medpoint Health Care Centre is committed to providing accessible services to all clients, including those with disabilities. We welcome feedback on the accessibility of our services and use it to improve our care and environment.

2. Feedback Options

Clients, visitors, and staff can provide feedback in the following ways:

- In Person: Speak to any staff member or request a private discussion with management.
- By Phone: Call us at 519-432-1919 x260
- By Email: Send feedback to info@medpoint.ca
- Online: Fill out the form on our website.
- Mail: Send feedback to:

Medpoint Health Care Centre
1295 Riverbend Road Suite 200
London, ON
N6K 0G2

- Alternative Formats: Available upon request (e.g., large print, Braille, or accessible digital formats).

3. Acknowledgement and Response

Feedback will be acknowledged within 5 business days. If a response is requested, we will provide it in the individual's preferred format. All feedback will be reviewed by management and tracked in our accessibility improvement log.

4. Confidentiality

All feedback will be handled confidentially and used solely to improve services.