



Institute for Clinical Evaluative Sciences (ICES)

Accessibility Feedback Procedure

In accordance with ICES' *Accessibility Policy*, ICES remains committed to meeting and exceeding all customer expectations, including those of persons with disabilities. Comments regarding how well customer expectations, accessibility needs, and accommodation requests are being met are welcome and appreciated.

Feedback regarding the way ICES provides goods and services to persons with disabilities can be provided through various methods, including email, phone, in person, and using an online [Accessibility Feedback Form](#) that can be found on the ICES [Accessibility page](#).

Feedback can be either positive or negative comments related to the services, goods, employees, facilities, or other aspects of ICES. Feedback can come from a member of the ICES community or any member of the public.

An **ICES Agent** who receives feedback or a complaint may address the situation directly, where possible, and may discuss the feedback with their Manager to determine the response required.

Anyone providing formal feedback and requesting a response will receive acknowledgement and follow-up from ICES, in the communication method requested by the person providing feedback, within five (5) business days. If any action is required resulting from submitted feedback, ICES will work with the individual providing feedback to determine appropriate next steps.

Human Resources ("**HR**") will respond to formal feedback provided, track any accessibility barriers identified, and attempt to resolve the situation in a timely manner. If an attempt to resolve the complaint by HR is unsuccessful, then the complaint will be submitted to the Chief Executive Officer ("**CEO**") for review and resolution.

If any ICES policies, standards, or procedures are updated as a result of accessibility feedback, ICES will ensure that training is provided on information and responsibilities as they relate to specific roles and duties of ICES Employees and ICES Students, where necessary.

PROCEDURE TRACKING TABLES

Department	Reference Number	Organizational Scope	ICES Site	IPC Scope
HR	048-00-01	ICES Site-Specific	ICES Central	N/A
Original Date (YYYY-MM-DD)	Current Version (YYYY-MM-DD)	Review Frequency	Next Review (Month YYYY)	Supersedes (if applicable)
2026-02-05	2026-02-05	Annual	February 2027	N/A

Procedure Owner (Title)	Director, Human Resources
Required Reviewers (Titles)	Sub-Executive Team

Change Date (YYYY-MM-DD)	Change Notes
2026-02-05	Procedure created to support the <i>Accessibility Policy</i>