

## **FEEDBACK PROCESS**

### **Purpose**

Siskinds LLP (“Siskinds”) is committed to meeting and surpassing expectations while serving persons with disabilities and, as such, comments on the manner in which Siskinds provides its legal services to people with disabilities are encouraged and appreciated. The purpose of this procedure is to set out the process established by Siskinds to obtain such feedback.

### **Scope**

This procedure applies to every person interacting with members of the public or other third parties on behalf of Siskinds, whether a partner, lawyer, employee or independent contractor.

### **Definitions**

Disability means:

- a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- b) A condition of mental impairment or a developmental disability,
- c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) A mental disorder, or
- e) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

The foregoing definition includes disabilities of differing severity, whether visible or non-visible and whether temporary or permanent in nature.

### **Procedure**

The following process has been established for receiving and responding to feedback about the manner in which Siskinds legal services to people with disabilities, and how Siskinds makes information about that process readily available to the public.

1. People may provide their feedback in person, by telephone, in writing, or by delivering an electronic text by email or online, on disk or otherwise. The Client Feedback Form may be used to provide such feedback, but is not mandatory.

2. People providing such feedback are strongly encouraged to provide as much information as possible to Siskinds about the event / concern, so that it can be readily identified by the Supervisor and/or Manager responsible for where the event / concern took place. Such information may include dates, times, names, contact information, a description of the event / concern, etc.
3. Feedback may be provided:

**By Mail to:** Human Resource Manager, Siskinds LLP

680 Waterloo Street  
London, Ontario, Canada N6A 3V8

Telephone: 519-660-2095

Fax: 519-660-2096

Email: [humanresources@siskinds.com](mailto:humanresources@siskinds.com)

**In Person to:** Human Resource Manager, Siskinds LLP

680 Waterloo Street, 1<sup>st</sup> Floor  
London, Ontario, Canada N6A 3V8

or in person to any client service representative at Siskinds. All feedback received will be promptly forwarded to the Human Resource Manager who will, in turn, forward that feedback to the responsible Supervisor and/or Manager for review and reporting purposes.

4. Where possible, feedback will be addressed immediately. Some feedback may, however, require more time to address and may need to be reviewed before an action is taken. Specifically, where the feedback is considered to be a complaint about how Siskinds provides legal services to people with disabilities, such complaints will be addressed in a proper and timely manner, subject to, and in accordance with, Siskinds complaint management procedures then in effect.
5. An answer to the feedback is not always practical or possible. However, depending on the situation, the responsible Supervisor and/or Manager may deem it appropriate to respond to the person providing the feedback. Should a response be deemed appropriate and should the person providing the feedback have chosen to supply his/her contact information, that person may expect a response within a reasonable timeframe (e.g. generally no more than 21 days).

6. Siskinds will generally respond in the same format in which the feedback was received whenever reasonably possible, unless the feedback requests otherwise.
7. Siskinds has made this feedback process readily available to the public by, among other things, posting information about this feedback process on our accessibility webpage at [www.siskinds.com/accessibility.aspx](http://www.siskinds.com/accessibility.aspx) and will provide a copy of this document to any person who requests such information.