

# Feedback Process

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## 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: 519-660-2091  
Fax: 519-660-2092  
Email: [humanresources@siskinds.com](mailto:humanresources@siskinds.com)

In Person to: Human Resource Manager, Siskinds LLP  
680 Waterloo Street, 2<sup>nd</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 will make 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](http://www.siskinds.com/accessibility) and providing a copy of this document to any person who requests such information.