



## **Process of responding to feed back.**

Salford Group Inc. values feedback as it helps us to identify areas that require change and we encourage continuous service improvements. Feedback from a member of the public about the delivery of services to persons with disabilities may be given by telephone, in person, in writing or by E-mail.

All feedback should be directed to the Health and Safety Manager. Complaints will be addressed by a full investigation to find the route problem and then a solution will be put into place to resolve issue. Training will then be provided by the Health and Safety Manager to all employees that are involved with members of the public.

A committee will be formed which will include the Human Resources Manager, Operations Manager, Materials Manager, Health and Safety Manager and any employees that are relevant to the situation. The committee will address the issue and put into practice a reasonable solution that can be endorsed by everyone including complainant if available.