

Inquiry, Concern or Complaint Policy

Overview: D&D Disability Management is committed to prompt and fair resolution of all disputes of any nature which may arise with our customers. It is our goal to resolve all disputes in writing within 10 business days.

From time to time there may be an inquiry or complaint from a customer, employee, persons served, consultant or visitor with regards to a service provided by D&D Disability Management. A process for the handling of these inquiries/complaints/concerns has been implemented for the purposes of dispute resolution.

The following practices represent the process for dispute resolution.

Addressing Your Concerns:

1. A written complaint can be sent via letter to 4 Director Court, Suite 105, Vaughan Ontario or emailed to info@dddisability.com
2. Requesting a complaint form can be done in person, over the phone or through our website, www.dddisability.com.

Details: The following process is to be followed in the event that an inquiry, concern or complaint is received from a customer and/or their client:

- Should an inquiry, concern or complaint be received, the individual will be directed to formally submit their inquiry, concern or complaint to D&D Disability Management.
- Should an inquiry, concern or complaint be received from an individual, a formal Inquiry response letter will be issued to the individual confirming receipt and status
- The inquiry, concern or complaint is then immediately redirected to the appropriate persons in writing requesting a formal written response within 5 business days of receipt.
- Once the formal written response is received back from the appropriate persons, it is forwarded back to the individual within 5 business days.

Confidentiality

D&D Disability Management will maintain the strictest confidentiality of any individual affected by a complaint under this policy, unless otherwise directed by the individual. Personal information must be collected, used or disclosed in accordance with applicable policies or guidelines.

All documents related to a complaint, not exclusive to the written complaint, witness statements, notes, and documents related to the complaint, will be securely maintained by the President in a secured file.

Reprisal

A complaint alleging reprisal may be made under this Policy, and persons engaging in reprisal are subject to disciplinary measures, up to and including dismissal. It is a violation of this policy to discipline, criticise, ostracise, or otherwise negatively treat a person, either directly or by omission, because they have brought forward a complaint, provided information related to a complaint, or otherwise been involved in the complaint process.