

Edge Imaging Customer Feedback and Complaints Procedure

Purpose and Scope

At Edge Imaging Toronto Inc. (“Edge”) we recognize our customers include schools and organizations that contract our services, parents and the children we photograph. We strive to provide an excellent customer service experience for all our customers, including individuals with disabilities. This commitment is shown throughout the process of taking the photos through to the delivery of our products and how we receive and respond to customer feedback and complaints.

Customers can provide feedback and complaints through mail, phone, fax or email:

Marketing Manager
940 Gateway Drive
Burlington, ON L7L 5K7
(905) 631-3114 ext. 236
communications@edgeimaging.ca.

Accountabilities

Once feedback and/or complaints are received all business-related items will remain with the Marketing Manager and any Human Resources related items will remain with Human Resources. Should managers or employees receive any business feedback or complaints directly, they are expected to provide it to the appropriate team.

Procedure

Both Customer Service and Human Resources will follow the same steps in reviewing the feedback/complaint. This process can be altered at any point depending on the situation and at the Customer Service Manager or HR Manager’s discretion. Steps include, but not limited to:

1. Contact the individual to understand the concern and determine what the individual requires and if a response is needed.
2. Gather all appropriate information which can include review of files or correspondence, speak with employees and listen to any recorded information.
3. Review any past precedents, resources available and previous solutions provided.
4. Speak with impacted department leaders. Notify the local Privacy Officer on any complaints which are privacy related.

5. Determine solution with the impacted department(s). Solutions without precedents will be reviewed by Leader of the impacted team. Solutions that do not have agreement of the impacted department will require a Partner's approval.
6. Document the outcome in writing and maintain the file for minimum of seven (7) years. All feedback and complaints will be logged in the preferred company database showing the name of the person providing feedback, the departments involved, the issue, outcome, date and file or customer number.
7. Complaints will be documented in the company preferred database and provided to the Senior Leadership Team annually.
8. Communicate to the customer in a manner that considers the person's abilities and their feedback.

Documentation

Each file is expected to include the following, but not limited to:

1. Original communication or feedback from the customer/applicant
2. Contact information for the customer/applicant and a list of the departments involved
3. Notes on the communication between the company and the customer/applicant
4. Researched information used to make the response, including precedent and tools used
5. The decision
6. Copy of what was provided to the customer/applicant

Information included in the file is determined by the Marketing Manager/HR Manager, including the level of detail. Customer or applicant can expect a response within 28 business days. This procedure will be reviewed every five years and updated as needed.