



www.berconrentals.ca

Corporate:  
Tel: 905-560-5500  
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420 Grays Road,  
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Toronto branch:  
Tel: 416-675-0555  
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Toll Free: 844-560-LIFT (5438)  
503 Carlingview Drive,  
Etobicoke, ON M9W 5H2

## **Bercon Rental Customer Feedback and Complaints Procedure**

### **Purpose and Scope**

At Bercon Rentals ("Company") we strive to provide excellent customer service experience for all our customers including companies and individuals with disabilities. This commitment is shown throughout the entire customer cycle including how we receive and respond to customer feedback and complaints. Customers can provide feedback and complaints through mail, phone, fax or email:

Human Resources Manager  
420 Grays Rd  
Hamilton, ON  
(905) 840-5500  
hr@bercon.ca

### **Accountabilities**

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

### **Procedure**

Human Resources will follow the same steps for customer, employee or applicant feedback/complaint. This process can be altered at any point depending on the situation and at the 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 department. Solutions that do not have agreement of the impacted departments will require the Directors 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 the 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 Leadership team annually.



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8. Communicate to the customer in a manner that considers the person's abilities and their feedback.

### **Documentation**

Each file is expect 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 department(s) 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 HR Manager, including the level of detail.

Customer, employee or applicant can expect a response within 28 business days. This procedure will be reviewed every five years and updated as needed.