



Policy & Process



Policy Statement:

Pharmetics (2011) Inc. recognizes that receiving feedback provides a valuable opportunity to learn and improve.

Every person has the right to make a complaint, offer a suggestion or compliment us on the way we provide goods or service to people with disabilities.

Process:

All feedback received regarding the way in which Pharmetics (2011) Inc. provides goods and services to people with disabilities will be directed to Marie-Claude Pilon, Senior Director, Human Resources.

If the Feedback Form indicates the customer wishes to be contacted, the company will respond with ten (10) business days either in writing, by e-mail or by telephone acknowledging the receipt of feedback and outlining the action(s) to be taken.

For more information, please contact us at aoda@pharmetics.com

Telephone: 905-639-4933

Fax: 905-639-4945