

Feedback Policy of United Mennonite Home

Purpose

To ensure that the public, applicants, tenants, and residents of United Mennonite Home have the opportunity to provide feedback, comments, and complaints about the accessibility of the Home's services in accordance with Ontario Regulation 429/07 Accessibility Standards for Customer Service.

Goal

It is the Home's ultimate goal to meet and surpass expectations of all tenants, residents and members of the public for service. Feedback on how well our services are meeting those expectations are welcome and appreciated.

Notice of Feedback Process

The following notices shall be posted for the public to see at the entrance of UMH and on our website.

'United Mennonite Home is committed to continuous improvement in its services. Anyone with any feedback regarding the Home's services may contact the Administrator in writing, by phone, or by email.'

Alternate Format

'This material/publication is available in an alternate format upon request'

All feedback will be acknowledged by the Home within five days.

There is also a complaint procedure in the General Policy and Procedure Manual and the Resident Handbook.