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## HOW YOU CAN EXPECT US TO DEAL WITH YOUR COMPLAINT

Bethel Place will deal with all complaints in a consistent, objective, confidential and timely manner.

### Timeliness

We will send you a written response acknowledging receipt of your complain within 24 hours (excluding weekends, public holidays & BP holidays). You will receive a written response outlining the resolution or planned resolution within 5 working days. If circumstances mean a full response is likely to take longer, we will inform you of this and keep you informed of the process.

### Monitoring

All formal complaints will be recorded and tracked to monitor prompt resolution.

### Confidentiality

All complaints will be reviewed by Bethel Place Administration and will be dealt with confidentially throughout the review into the matter.

Results of a complaint made about another resident cannot be disclosed due to the Privacy Act. However, be reassured the matter will be dealt with appropriately.

**Complaints which remain unresolved after having followed all procedures outlined above may be forwarded to the Board of BMCSI or the Residential Tenancy Branch.**

## WHERE TO SEND YOUR COMPLAINT

### Send your complaint by mail:

Bethel Place  
100-445 Stafford Street  
Winnipeg, MB  
R3M 3V9

ATTENTION: BETHEL PLACE  
ADMINISTRATOR

### Send your complaint by E-mail

Bethel Place Office e-mail address:  
[bethelplace@shaw.ca](mailto:bethelplace@shaw.ca)

Subject heading: Bethel Place Office-COMPLAINT

### Residential Tenancy Branch

302 - 254 Edmonton Street  
Winnipeg, Manitoba R3C 3Y4  
Telephone: 204-945-2476  
Toll Free in Manitoba: 1-800-782-8403  
FAX: 204-945-6273  
email: [rtb@gov.mb.ca](mailto:rtb@gov.mb.ca)

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## BETHEL PLACE

BMCSI

## Complaint Policy



**100-445 Stafford Street**

**Winnipeg, MB R3M 3V9**

**204-284-3762**

**[bethelplace@shaw.ca](mailto:bethelplace@shaw.ca)**

# Complaint Policy

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## Complaints

Bethel Mennonite Care Services Inc. (BMCSI) is committed to its mission of providing independent living within a supportive community, respecting the wisdom, talent and individuality of seniors, and taking into account their physical, intellectual, emotional and spiritual needs.

Bethel Place staff and Board welcome the opportunity to improve their services to the best of their ability and within budgetary constraints.

It is expected that from time to time complaints arise as a result of the changing needs and circumstances of our residents, clients and community.

The complaint process guides individuals who have a concern or complaint with:

- services provided by BMCSI
- another resident
- an employee
- their Tenancy Agreement.

### WHO CAN MAKE A COMPLAINT

Anyone who has a concern can report a complaint. For complaints that relate to harassment, discrimination or violent behavior please refer to the BMCSI Respectful Community policy.

### HOW TO MAKE A COMPLAINT

Complaints can be made:

- In person
- by telephone
- in writing by mail or email.



**There are two types of complaints:**

#### A) Informal Complaint

As soon as possible but within two weeks of the incident speak directly with:

- the person with whom you have an issue or
- the service area where you have an issue.

#### B) Formal Complaint

If the matter cannot be resolved informally then you have the option of filing a formal complaint, using the complaint form provided by Bethel Place office.

**Please see the complete BMCSI. Complaint Policy for further information.**