

## How can you expect Bethel Place 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 complaint 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. Mediation is available upon request for complaints which remain unresolved. All employees and clients have the right to file a complaint with the Human Rights Commission.

## WHERE TO SEND YOUR COMPLAINT

### Send your complaint by mail:

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

ATTENTION: BETHEL PLACE  
EXECUTIVE DIRECTOR

### Send your complaint by E-mail

Bethel Place Office e-mail address:  
bp@bethelplace.ca

Subject heading: Bethel Place Office-COMPLAINT



## Respectful Community

**If you need further assistance call the  
Bethel Place Office #204-284-3762.**

## BETHEL PLACE

BMCSI

## Respectful Community Policy



**100-445 Stafford Street  
Winnipeg, MB R3M 3V9**

**204-284-3762**

**bp@bethelplace.ca**

# Respectful Community Policy

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Respect

Bethel Mennonite Care Services Inc. (BMCSI) recognizes its legal responsibility and is committed to building and maintaining a respectful living and work environment, where all people are treated with dignity and respect.

The objective of this policy is to create awareness of what is considered inappropriate and/or offensive behavior, and to provide a mechanism to have this behavior addressed and eliminated.

This policy governs the relationship among employees of BMCSI as well as the relationship between employees and all clients who provide and receive services from BMCSI, including residents, family and external service providers.

**Employees and clients are entitled to live and work free of harassment and have the responsibility to treat each other with respect.**

## **YOUR SAFETY ALWAYS COMES FIRST**

If you are faced with a potentially violent situation, think of your safety first. Remain calm and if possible, try to distance yourself from the situation. Immediately notify someone in authority. If necessary, notify the police. Call 911.

## **UNWELCOME BEHAVIOR**

Behavior that is not acceptable includes discriminatory, abusive and unwelcome conduct or comments (written or verbal) that create an uncomfortable, hostile or intimidating environment.

## **WHO CAN MAKE A COMPLAINT ABOUT UNWELCOME BEHAVIOUR?**

Anyone who has a concern can report a complaint that relates to harassment, discrimination or violent behavior.

## **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**

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**

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 Respectful Community Policy for further information.**