



Customer Feedback Form

We welcome your feedback on the goods and services we provide. Please provide your comments below:

If you would like to receive a follow up from us, Please provide your contact information below.

Name:

Telephone:

Email:

Date:

Reason for visiting Grove Park Home:

Please contact us with any further information

Call: 705-726-1003

Fax: 705-726-1076

Email: business.office@groveparkhome.on.ca

In writing: Grove Park Home

234 Cook St. Barrie, ON L4M 4H5



Under the guidance of MLTC legislation and regulations, and in conjunction with a continuous quality improvement approach to services provided, Grove Park Home investigates, takes action when appropriate and responds to all requests for information, concerns raised, complaints lodged, and changes recommended. Commendations are noted and shared with all who have been recognized; and are compiled for reference.

All concerns and complaints received shall be documented, including a list of issues, date expressed, date and follow up action taken, final resolution if any, and the date that feedback was provided to the complainant.

The Executive Director shall respond in an appropriate format that takes into account a person's disability within 10 days to all requests, suggestions and complaints indicating possible plans of action.

Feedback Forms are available at the Reception Desk