

**Please share your opinion,
concern or compliment with
us.**

If you require additional space, please use a blank sheet of paper and include with this form.

Detach this panel and hand deliver, fax, email or mail to the address on the back panel in a confidential envelope.

SHIP

We Care!!!

Thank you for taking the time to tell us how we are doing. We appreciate your feedback.

Please do not share **maintenance related** opinions, concerns or compliments on this form. Maintenance concerns should be directed to:

SHIP's Maintenance Call In Line
905.795.8742 ext. 500
or
maintenance@shipshey.ca.

"We cannot change the wind, but we can adjust our sails"

.....unknown



**Services and Housing In the Province
SHIP**

Attention: Privacy Officer
969 Derry Road East, Unit 107
Mississauga, ON L5T 2J7
Phone 905-795-8742
Fax: 905-795-1129

Email: shiplistens@shipshey.ca

CONFIDENTIAL

Nous vous remercions de votre intérêt pour SHIP. Si vous souhaitez accéder à des services en Français, s'il vous plaît appelez 905-795-8742 poste 220

Opinions, Concerns and Compliments

"We're listening"



This brochure provides information to assist you in learning more about SHIP's Opinions, Concerns & Compliments process and how to share your concerns & compliments with us.

Your Opinion Matters!

We would like to hear about your experience with SHIP. Tell us your opinions, concerns or compliments.

Opinions are ...

- Something that affects you or is of importance to you
- Your opinion or feedback about services provided by SHIP
- Your suggestions or ideas

Example: Someone telling us about a way that we could do something we already do, better.

Concerns are ...

- A statement that a situation is unsatisfactory or unacceptable
- A reason for dissatisfaction

Example: Sharing a concern about a service or interaction you've had or received while at SHIP.

Compliments are ...

- Sharing a positive experience you had with SHIP

Example: You received a service in a way that was helpful to you at a particular moment.

We're Listening!

How to submit your opinions, concerns or compliments

Follow these 3 steps to be heard

1. Share your concern/compliment on the attached form
2. Detach the form
3. Send in the form by:
 - Email – shiplistens@shipshey.ca
 - Fax – 905.795.1129
 - Mail – SHIP, 969 Derry Rd E, #107, Mississauga, ON L5T 2J7
 - Hand deliver – please place in the mailbox at the front desk

SHIP is committed to:

- A fair process
- A timely response
- Confidentiality
- Treating each opinion, concern, and compliment with respect
- Taking all information seriously

What to expect once you've shared your input.

- All input is shared with SHIP's CEO and COO and additional SHIP staff as required
- Written response / acknowledgement within 14 days
- Opportunity to appeal if you disagree with the response

Please Share!

Sharing your

- Opinion
 Concern or Compliment

Please complete the form below.
Please see the brochure for the definition of an opinion, concern or compliment.

Please Print:

| | |
|---------------------------|--|
| Name* | |
| Date | |
| Contact Info* | |
| Address (optional) | |
| Phone | |
| Email | |

* Name & Contact information is required.
Anonymous Opinions, Concerns & Compliments will not be shared or responded to.

If you've had assistance completing this form, may we contact that person?

No Yes If yes, please provide:

Name _____

Contact Info _____

See other side for submission instructions.