

FEEDBACK PROCESS

Policy Statement

Northumberland United Way (NUW) recognizes that receiving feedback provides a valuable opportunity to learn and improve. Every person has the right to offer a suggestion, make a complaint or compliment us on the way that we deliver on our mission, "To create a better life for everyone in Northumberland County through leadership and partnerships that mobilize community resources".

Process

Feedback can be delivered via telephone (905-372-6955), e-mail (office@nuw.unitedway.ca) or mail (600 William St., Suite 700, Cobourg, ON K9A 3A5). A Feedback Form is available on the NUW website: www.northumberlandunitedway.ca

All feedback received will be directed to the NUW C.E.O. If the originator wishes to be contacted, NUW will respond within 10 business days either in writing, by telephone, or e-mail acknowledging the receipt of feedback and outlining the actions to be taken, if appropriate.

NORTHUMBERLAND UNITED WAY FEEDBACK FORM

Date: _____ Time: _____

Description of suggestion, complaint or compliment:

Name: _____

If you wish to be contacted, please indicate your preferred contact method (include telephone number, mailing address, or e-mail address):