

The staff and volunteers at the Bahá'í National Centre are committed to excellence in serving all individuals including people with disabilities, fully recognizing their dignity as noble beings, their need to independently seek information and make decisions, to have an equal opportunity with others to participate in receiving services and acquiring goods in an accessible manner appropriate to their disabilities.

Feedback process

Individuals who wish to provide feedback on the way the Bahá'í National Centre provides goods and services to people with disabilities can do so by email to secretariat@bahai.ca with a copy to officecoordinator@bahai.ca, by post to the Bahá'í National Centre at 7200 Leslie Street, Thornhill, ON L3T 6L8, or verbally in person, or by telephone to the Office Coordinator at (905) 889-8168. All feedback will be directed to the Office Coordinator of the Bahá'í National Centre.

In general, and barring unforeseen circumstances such as emergencies or illness, or vacation periods, individuals who have raised concerns or questions and have identified themselves for the purposes of response can expect to hear back within 5 business days. Concerns will be addressed according to the Canadian National Bahá'í Centre process.

Availability of copies

A copy of the service standard policy will be available to all staff and volunteer and any other individual on request, generally in hard copy printed or pdf format, and, where possible, in another format that takes into account the requestor's disability.