



Community Complaints



Delmanor Senior Living

operates multiple senior and assisted living facilities across the Greater Toronto Area (GTA), ensuring comfort and service quality of food, beverage, and building maintenance.

The Problem: A Disjointed Process

Facility managers received scattered complaints through email or in person before delegating to the right departments. Following up or resolving these issues was difficult.

Without being able to streamline complaints across personal inboxes, it was impossible to conduct quarterly reviews for improvements and prevention.

Issuetrak's Solution

Delmanor can now centralize all submissions, ensuring every complaint receives the necessary attention and follow-up. Notifications and updates are sent to residents and their families, providing reassurance that their concerns are being addressed. The platform's reporting capabilities allow for in-depth quarterly reviews, helping Delmanor identify areas for improvement and enhance the overall satisfaction of their residents.