

COMPLAINT FORM

COMPLAINT

Important information regarding complaints

- As a person served, staff, contractor or stakeholder in one of our services, you have the right to make a formal complaint and to have that complaint responded to in a fair, timely and considerate manner.
- This form is provided for you to document your complaint. You may use this form or you can write your complaint in another format if you wish.
- You can also make your complaint verbally and a staff person will assist in writing it down.
- You have the right to have an advocate or support person assist you in making your complaint as well as going through the complaint process.

Please state the person/service with whom or which you have the complaint.

Please state your complaint

What would be your recommendation to us to resolve this complaint?

- **Contact Information**

Please provide us with information with which we can get back to you regarding your complaint/concern:

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What is the best way for us to contact you?

- Phone
- Email
- In Person
- Other

If other please specify

Phone Number or Email

Name

*As per our Complaint Resolution Policy

"A complainant is required to identify him or herself when making a complaint. Anonymous complaints will not be investigated. Where possible and as appropriate, the Complaints Resolution Officer and/or designate will maintain confidentiality for both the complainant and persons named in the complaint.

Non-identifying information relating to the complaint may be used in reports for the purposes of improving the overall quality of service TOCSC provides. Information from the complaint will be conveyed to the funder, regulatory bodies and/or guardian where the complaint is serious and relates to the well-being of supported individuals."

What will happen next?

The Complaint Resolution Officer or designate must document the resolution and communicate it to the complainant and any other related parties within 14 days of the original complaint being brought forward.

Complainants have 30 days to appeal the resolution to their complaint to the CRO. The CRO must respond in writing within 14 days of receiving the appeal. The CRO's decision is final and will be documented as such. This decision will be communicated to all related stakeholders.

TOCSC will advise the complainant and Advocate of the appeal process and their options in pursuing their complaint with external agencies or offices.

Name of Person Receiving Complaint: _____

Signature of Person Receiving Complaint: _____