If you are making a complaint please tell us how this has affected you. What can we do to put things right?

_____

_____

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_____

_____

Your name:_____

Address: _____

_____

Contact number:_____

Community Living South Muskoka promotes a welcoming inclusive community where all are encouraged to reach their potential.

A welcoming inclusive community is one that believes:

- Every person is valued
- Every person has a need for love, friendship, and belonging to ensure their well being and a meaningful life
- Every person is entitled to acceptance and respect
- Every person has the right to reach their potential
- In promoting creativity, flexibility and choice as a means of developing personal and community growth
- With every right there is an inherent risk
- With every opportunity there is an inherent risk
- In ensuring for all, full accessibility to information, services and resources

Community Living South Muskoka
Complaint/Feedback Co-ordinator

15 Depot Drive
Bracebridge, Ontario
P1L 0A1

Phone: 705-645-5494
Fax: 705-645-4621
E-mail: info@clsm.on.ca

Tell Us
What You Think

Providing service excellence by responding to the voice of our customers.

Community Living
South Muskoka

Telephone: 705-645-5494
Website: www.clsm.on.ca

This leaflet gives you information on where to go to compliment, raise concerns or make a complaint.

Community Living South Muskoka wants to offer the best possible services.

We can learn from you and change how we do things if you — tell us

When we get it right — compliment us

When we don't—voice your concern or make a complaint

We will get back to you when you contact us. We want to reassure you that the service you get will not be affected if you voice concerns or make a complaint.

To tell us about our services you can:

1. Speak directly to the person providing services to you. This is often the best way of resolving any problems.
2. Tell us what you think by completing this form and submitting it to us.
3. Speak or write to the Supervisor of the Service area.
4. If your issue is not resolved, contact The Director of the Service area. If it continues to be unresolved contact the Chief Executive Officer.
5. If you want to email your feedback or complaint to us, you can contact us at info@clsm.on.ca and we will ensure the right person receives the information.

Complaint/Feedback Investigation Process

Your feedback is taken very seriously. All concerns will be investigated to improve service. There are three levels to our complaint/ feedback process:

1. Dealing Directly with the Person
The first attempt to address the issue should be with the person responsible for providing service to the individual. The person providing the service may not be aware of the issue and needs the opportunity to address the concern and make changes where appropriate.

2. Requesting Informal Action and Resolution
The purpose of this step is to provide a means to obtain information, voice the concern, and develop a way of dealing with the problem with the assistance of the service area's immediate Supervisor achieving an informal resolution. Where attempts to achieve an informal resolution of the concern or complaint are unsuccessful or inappropriate, a formal complaint/concern may be filed which shall result in an investigation by the Director of the Service Area or the Chief Executive Officer if warranted.

3. Filing a Formal Complaint or Concern
A formal complaint or concern can be filed directly with the Supervisor, Director or Chief Executive Officer. The complaint or concern must be submitted in writing and signed and include a description of the situation, others who may have knowledge related to the situation, if any, and the steps already taken to resolve the matter. The Chief Executive Officer or designate shall acknowledge receipt of the complaint / concern within five (5) working days to the complainant for clarification and/or further information. The Formal complaint process has five stages:

Fact Finding
The Chief Executive Officer or designate shall conduct confidential interviews with relevant parties to obtain information and clarify the details of the reported complaint or concern.

Preliminary Findings
Where the information revealed early in the investigation suggests a reasonable possibility of resolution, the Chief Executive Officer or designate may decide to propose an early resolution prior to conducting the entire investigation.

Resolution
The Chief Executive Officer or designate shall schedule meetings with the complainant, person providing service, Supervisor and Director of the service area to present and discuss the findings and conclusions of the investigation and actions to be taken to resolve the issue.

Monitoring
Follow-up should occur periodically over a minimum six (6) month period from the date of resolution.

If you prefer you can write your compliment, concern or complaint here and send it to address on this brochure.

If you give us your contact number we will call you.

Tell us about your compliment, concern or complaint: