



## TAYSIDE COMMUNITY RESIDENTIAL & SUPPORT OPTIONS Complaints and Accessible Service Feedback Procedure

Your satisfaction is important to Tayside Community Residential & Support Options. We welcome your concerns, feedback or complaints so we can remedy problems and improve our services and programs. We also appreciate your positive feedback too so we know what is working well.

If you wish to make a complaint or provide us with feedback on the accessibility of our services please follow the procedure outlined below. Please note this procedure is not for housing maintenance requests or emergency situations. If you need assistance on these or other matters please call 613-264-0953. If complaint involves suspected or witnessed abuse or anything that may constitute a criminal offence contact the police immediately.

**Making a Complaint or Providing Feedback...**Whether your concern is with a staff person or another matter, often a simple conversation can resolve the issue or concern. As a first step, if you are comfortable doing so, please contact the person or department responsible for the matter and fully explain your views in person or by telephone. If you do not know who to talk to about the matter, call Tayside Community Residential & Support Options at 613-264-0953 and explain the situation. You will be directed to the staff person who can best help you.

If you prefer, you can explain your views or situation by completing the Complaints and Accessible Service Feedback Form or by writing your own letter and submitting it to Tayside Community Residential & Support Options by mail or electronically. (Go to the end of this document for information on how to submit your completed form or letter.)

If you need assistance or to help you feel more comfortable in providing feedback or making a complaint, please ask for help from a friend or family member you trust.

**Once Your Initial Complaint or Feedback Has Been Received...**We aim to resolve complaints and address your concerns as quickly and informally as possible. The Tayside Community Residential & Support Options staff member who is best able to help will contact you by telephone within seven (7) working days to discuss your complaint or feedback. An in-person meeting may be arranged if needed to resolve the situation. When you meet to discuss your complaint or feedback, you may bring a friend or family member to help you.

Tayside Community Residential & Support Options aims to address feedback and resolve complaints within seven (7) working days after the issue has been discussed in person. More serious concerns or complaints may take longer to resolve. Serious or complex complaints will receive a response in writing from Tayside Community Residential & Support Options.

**If Your Complaint Remains Unresolved or Your Feedback Was Not Addressed...**After speaking with the staff person responsible for the matter you can request a meeting with the Executive Director.

Your meeting request must be made in writing. In your letter, outline: 1) the concern or situation; 2) the steps that have been taken to deal with the matter; and 3) why you feel the

issue has not been resolved. (Go to the end of this document for information on how to submit your letter.)

When your meeting request has been received, staff will discuss the situation with the Executive Director. The Executive Director will contact you by telephone within seven (7) working days to discuss the situation. An in-person meeting may be arranged if necessary to resolve the situation. When you meet to discuss your complaint or feedback, you may bring a friend or family member to help you.

Within seven (7) working days following the meeting, you will receive a letter outlining the decision of the Executive Director outlining a decision and any actions to be taken.

### **Further Consideration of Feedback or Complaints**

If your complaint continues to remain unresolved or you feel your feedback was not addressed by the Executive Director you can write to the Tayside Community Residential & Support Options Board of Directors to inform them of the situation.

To take your complaint or feedback further you can contact the funding organization or provincial complaints board for the respective service or program. Upon request, Tayside Community Residential & Support Options can provide you with the appropriate contact information for these external organizations.

## Guidelines for Submitting Your Complaints and Feedback Form or Letter

1. Be sure to sign and date your completed form or letter and include your telephone number so we can respond quickly and know who to contact to resolve the situation.
2. Indicate clearly in the subject of your email or in the address of your letter to whom you are sending the letter. Depending on the stage of the complaints/feedback process you are at you should send letter as follows:
  - Initial complaint/feedback:
    - *“Attention Tayside Community Residential & Support Options Complaints”*
  - Requesting a meeting with the Executive Director:
    - *“Attention Tayside Community Residential & Support Options Complaints – Executive Director”*
3. How to submit your completed form or letter:
  - Email your letter to: [info@tayside.ca](mailto:info@tayside.ca)
  - Print your completed form or letter and submit it:
    - By Fax: 613-264-1930
    - By Mail: Tayside Community Residential & Support Options Corporation  
P.O. Box 707  
Perth, Ontario  
K7H 3K5  
Confidential: Customer Service
    - In-person: Tayside Community Residential & Support Options Corporation Office  
100 Wilson Street East  
Perth, Ontario  
Confidential: Customer Service