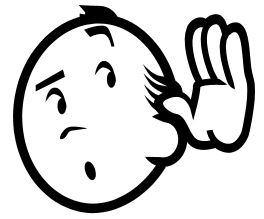


Complaints Policy and Procedure Plain Language Version

It is your right to have your complaint heard!

If you have a complaint, we will listen and respond to ensure you are satisfied with the quality of supports and services offered by Community Living Oakville.



Who can complain?



- Anyone receiving Community Living Oakville supports or services.
- Family members or representatives.
- Anyone who is concerned about the quality of supports and services offered by Community Living Oakville

What if I need help?

- If you need help to make your complaint, approach someone you trust to help you express yourself.
- You can call and speak with a manager to find the support you require.



STEPS TO MAKE A COMPLAINT

These steps are designed to help you address your complaint as quickly and efficiently as possible. In most cases, people with complaints will be expected to follow these steps. However, you may choose the step that best assists you to deal with the complaint.

YOU may express your concerns to any of the following people depending on your comfort level, the appropriateness and the nature of your complaint.



You know this is not a problem or a concern. Try to solve the complaint with the person on your own. If you need someone with you, talk to your support staff or manager.



Submit your complaint in writing or other forms of communication (i.e. audio) to support staff or manager.



If you are not satisfied with the results, your complaint will go to Community Living Oakville's Executive Director or designate (Director of Service).

Janet Lorimer Executive Director 905-844-0146 extension 266	Jannett Thompson Director of Residential Service 905-844-0146 extension 252	Alex Hoeck-Murray Director of Employment and Day Services 905-844-0146 extension 270
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