

Complaint Procedure

This procedure can be used by persons served, family members, students or volunteers, the general public, or by staff (when their Collective Agreement doesn't cover their complaint):

You have the right to speak up if you have a complaint about Community Living Kingston. Here are the steps to follow:

Tell the supervisor of the program about your complaint. The supervisor will get back to you within ten days.



If you aren't happy with the answer the supervisor gives you, tell the Manager of the program.

The supervisor will get back to you within ten days. You will also get a letter from the Manager that gives you an answer.

If you aren't happy with the answer the Manager gives you, tell the Executive Director.

The Executive Director will get back to you within ten days. You will also get a letter from them that gives you an answer.



If you aren't happy with the answer the Executive Director gives you, tell the Board of Directors.

The Board of Directors will tell you how they will investigate and let you know how long it will take to get back to you. When they are finished, they will give you a letter that gives you an answer.

If you aren't happy with the answer the Board of Directors gives you, you can ask the community to help. You might be able to talk to an ombudsman or Human Rights Commission.



If you receive services from Community Living Kingston, you have the right to ask a friend or family member to help you out at any time.

You should feel comfortable when expressing your concerns. Community Living Kingston will not retaliate against you or keep you from getting services just because you complained.

Community Living Kingston has a more formal complaint policy. If you would like to see it, ask a staff member to give you a copy.