

# Follow These Steps to Resolve a Problem

**Step 1:** Talk to your support staff or peer in a face-to-face conversation to resolve your concern.

RESOLVED?

YES



No, Move to Step 2



**Step 2:** Fill in a complaint form. Put the form in an envelope, write CONFIDENTIAL on the front of the envelope, and give it to a Community Living Peterborough Outcomes Facilitator, manager, director or the CEO.

Your complaint will be read and the manager will talk to you about your complaint. They may want to meet with you and/or other people involved to hear both sides of the complaint.

RESOLVED?

YES



No, Move to Step 3



**Step 3:** Ask for the Chief Executive Officer to review the information and to respond. Their decision will be final.

# GOT A QUESTION? CONTACT US, WE CAN HELP.



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# Do You Have a Complaint?

We are listening to **YOU!**

I have something to say.



[www.communitylivingpeterborough.ca](http://www.communitylivingpeterborough.ca)

# Complaint Procedure



If you receive support from Community Living Peterborough then you are also a 'customer' of Community Living Peterborough.

If you are NOT happy or satisfied with the supports you receive, you can begin the **Customer Complaint Procedure**.

## Where do I find this Information?

This procedure can be found in all agency locations in a tool box labeled "Customer Satisfaction and Complaint Procedure."



# What is a Problem? What is a Formal Complaint?

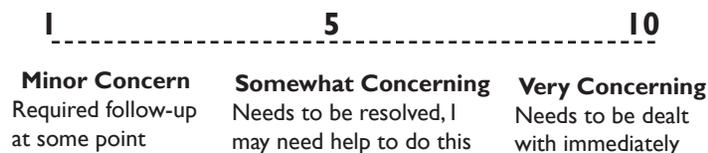
## What is Considered a Problem?

**Step 1:** A problem is a situation where you feel you are not being listened to, respected or supported.

When you have a problem you should first try to speak directly with the staff member or your peer who you are not happy or satisfied with. You may be able to work together to find a solution that will make you both happy.

If you need help to speak to them face-to-face, you can ask someone to help you - this person is called an advocate, someone who speaks up for you or helps you speak up for yourself. This could be a friend, another staff member, a member of People First or a family member. You may be able to work a solution out together.

If you cannot reach a solution you need to think about how serious is this concern on a scale of 1 - 10:



**#1 on the scale:** Something happened, it concerned you, you spoke to the person involved, and the situation has changed. It was not too serious and it only happened once.

**Example of 1 on the scale:** Someone was rude to me, I brought it to their attention and it has not happened again.

**#5 on the scale:** Something happened a couple of times, nothing changed after I spoke to the person about the situation. I need help to solve the issue.

**Example of 5 on the scale:** My roommate keeps the TV on all night and I can't sleep.

**#10 on the scale:** Something happened, it was very serious, needs to be address immediately.

**Example of 10 on the scale:** I am missing \$50 from the wallet - OR - My staff hit me.

## What is a Formal Complaint?

**Step 2:** If your problem was not solved during the face-to-face conversation and you have a serious concern, you will need to file a formal complaint.

To file a formal complaint, fill out, or have a friend help you fill out, the complaint card. Your complaint will be kept confidential.