Developmental Services Ontario
Your access point for adult developmental services
Hamilton-Niagara Region

Contact HAMILTON
For Children's and Developmental Services
pour les services à l'enfance et à l'adaptation

4-140 King Street East
Hamilton, ON L8N 1B2
Children's Access: 905-570-8888
DSO Toll Free: 1-877-DSO-HNR4
(1-877-376-4674)
DSO Main Office: 905-297-5604
Fax: 905-522-5998

Complaints Policy

Contact Hamilton and Developmental Services Ontario aim to provide the very best service to its clients, their families, and other service organizations. Feedback, including receiving complaints is one way we use to measure how we are doing.

This policy covers any complaint we receive about our organization, staff, or volunteers. The complaint can come from a client, a family member, or another service organization.

A complaint can come in many ways: in writing, by mail, fax, e-mail, or any other written form or a spoken complaint.

We listen to the feedback that we receive. When we receive complaints, we look at the problem from the person's point of view. We seek to resolve everyone's concerns in a way that is fair.

We keep a record of all the complaints we receive and the actions we take on them. We review these on a regular basis to make sure that we are doing the best that we can to provide the best possible service. Once a year, the Board of Directors will receive a summary report of all the feedback that was received and the resulting actions. This is one way we monitor our quality assurance.

<u>What to do if you have a complaint…</u>

Step 1

If you are comfortable, please share your complaint or concern with the staff person that you dealt with and he or she will listen to you and attempt to resolve the issue.

The staff person will record the complaint and the resulting actions.

Our hope is that most of the complaints are dealt with at this stage.

Step 2

If your issue is not resolved to your satisfaction during Step 1 OR you are not comfortable approaching the staff person involved, please ask to speak with the manager for that service (children's services or adult developmental services).