

## Complaints Policy

Contact Hamilton operates the following programs and services:

- Children's Services: Access and Service Coordination
- Developmental Services Ontario Hamilton Niagara Region
- Passport Program Hamilton Niagara Region

Contact Hamilton aims to provide the very best service to its consumers, their families, and other service organizations and stakeholders. Feedback, including receiving complaints is one way we use to measure how we are doing. We welcome and value the feedback we receive, including complaints.

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 all sides including the person's point of view. We seek to resolve 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 the complaints that were received and the resulting actions. This is one way we monitor our quality assurance.

### What to do if you have a complaint...

#### 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 or supervisor for that program. They will do their best to connect with you within 24 business hours.**