

What to Expect

- You will have the opportunity to discuss your concerns and work towards resolving the issue to your satisfaction, in a timely manner;
- All formal complaints submitted will be documented;
- A copy of the Complaint Report will be given to you;
- The Program Director and/or the Executive Director will receive a copy of the complaint.



If you do not feel that you can resolve your concerns within Alternatives Community Program Services, you may seek outside assistance such as:

Ministry of Community & Social Services

360 George Street North, 2nd Floor
Peterborough, Ontario
K9H 7E7
1-800-663-8560

Ontario Human Rights Commission

180 Dundas Street West, 8th Floor
Toronto, Ontario
M7A 2R9
1-800-387-9080

Privacy Commissioner Ontario

2 Bloor Street East, Suite 1400
Toronto, ON
M4W 1A8

Ombudsman Ontario

483 Bay Street, 10th Floor, South Tower
Toronto, Ontario
M5G 2C9
1-800-263-1830

Alternatives Community Program Services
267 Stewart Street Peterborough, ON K9J 3M8
705-742-0806

www.alternativescommunityprogramservices.ca



Have a **QUESTION**
or **CONCERN?**



We are here to help

Complaint Process

How to Submit a Complaint

Staff Contact

You have the right to be heard.

We value your opinion.

If you are not satisfied with the quality of our services or supports please let us know so we can learn from you and make any necessary improvements.

You can follow the procedures listed if you are:

- > currently receiving services or supports from Alternatives;
or
- > are a family member (or other significant person) for someone currently receiving services or supports from Alternatives;
or
- > is someone concerned with the quality of services or supports that Alternatives is providing.

We have designed a 4-step process to ensure that your complaint is dealt with quickly and effectively. If you are not comfortable making a complaint please ask someone you trust to help address your concern.

Complaint Procedure:

Step 1: Try to resolve any problems on your own first;

Step 2: Talk to your support staff;

Step 3: Talk to your Program Director or the Executive Director;

Step 4: Fill out a complaint card and place it in the box. Complaints received will be confidentially reviewed and addressed by our Board of Directors.

If you are not sure who to contact for assistance, please speak to either the Executive Director,

Vikki Etchells
Executive Director
705-742-0806 ext. 230



...or your Program Director

Jackie Carson
Program Director
Fundamental-Advanced Skills
705-742-0806 ext. 226



Jennifer Cormier
Program Director
Employment Supports
705-742-7038 ext. 236

