

# 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 Executive Director and/or the 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  
270 Braidwood Avenue  
Peterborough, ON K9J 1V3  
705-742-0806  
[www.alternativescommunityprogramservices.ca](http://www.alternativescommunityprogramservices.ca)



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



We are here to help

## Complaint Process

**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.

## How to Submit a Complaint

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 on the main floor by the H&S Bulletin Board. Complaints received will be confidentially reviewed and addressed by our Board of Directors.

## Staff Contact Information

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 one of the Directors below

Jackie Carson  
Director—Business and Community  
705-742-0806 ext. 226

Lori McKee  
Director—People and Programs  
705-742-7038 ext. 227