



## **EXTERNAL COMPLAINTS POLICY AND PROCEDURES**

All complaints from service users, donors and other community members about The Teresa Group receive a respectful and timely response in keeping with the procedure outlined below. When possible, that response indicates changes that will occur or reason(s) why changes cannot occur.

If a person submits a complaint, the person may continue to access all of The Teresa Group services during the investigation. If the person prefers not to receive service from The Teresa Group, the investigating manager works with the person to make a referral to another organization or program that meets his/her needs.

### **Procedure**

#### **Person with Complaint:**

Attempt to settle issue by discussion with The Teresa Group worker with whom you have direct contact.

If it is preferred not to discuss the issue with this person or if not satisfied with the response, lodge a formal complaint.

### **Formal Complaint**

#### **Person with Complaint:**

Submit details of complaint (in writing, by phone, or in person) to the Executive Director at the following contacts:

**By mail:** 124 Merton Street, Suite 104, Toronto, Ontario, M4S 2Z2 Att: Executive Director and marked "confidential" on the envelope.

**By telephone:** 416-596-7703

**By email:** [nikki.stein@bellnet.ca](mailto:nikki.stein@bellnet.ca)

The staff person about whom the complaint is being made will receive a copy of the complaint made to the Executive Director.

**Executive Director:**

Upon receiving formal complaint, assign an objective staff member to investigate the issue. Within two days provide the complainant with the name and phone number of the objective staff member, and details of the complaint procedure.

**Alternative/Objective Staff Member:**

Complete the investigation and provide written response to the complainant as soon as possible and no longer than eight weeks. If more than four weeks is required to complete the investigation, provide the complainant with a written explanation about the delay.

**The person who is the subject of the complaint:**

This staff member will receive a copy of the complaint made to the Executive Director

**Person with Complaint:**

If not satisfied with the response, lodge a complaint with the Chair of The Teresa Group's Board of Directors.

**Person with Complaint:**

Submit a written explanation of source of dissatisfaction to the Chair of the Board of Directors within four weeks of receiving investigating manager's written reply.

**Chair of Board of Directors:**

Refer complaint to the Board's Executive Committee.

**Executive Committee:**

Consider complaint at the next committee meeting.

Provide complainant with written reply within six weeks of meeting.