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## COMPLAINT FORM

St. Clair Child & Youth Services is committed to providing the very best service to its clients, their families, community partners and members of the public, including working with you to resolve any concerns or complaints you may have.

Please refer to our Service Complaint Policy for details.

### What to Do If You Have a Complaint:

1. If you are comfortable, please share your concern with the staff person that you are dealing with, and they will listen to you and attempt to resolve the issue.
2. If your issue is not resolved during Step 1, or if you are not comfortable approaching the staff person involved, or if the concern is of a significant nature, please speak with the Director of that Program (to find out who this is, please call 519-337-3701 ext. 0). The Director will get back to you within 3 business days.
3. If after discussion (in phone or in person with the Director, your concern is not resolved, you may wish to file a Complaint. You may use this form to submit the complaint or alternate methods (letter, fax, e-mail). Should you wish to identify the complaint by phone or through a discussion, the Director will record your complaint on this form. This form can be completed and then sent to the Director. If the complaint is about the Director, the form can be sent to their Supervisor (to find out who this is, please call 519-337-3701 ext. 0).

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**Date:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Contact Information:** \_\_\_\_\_

### Nature of Complaint:

*Please describe as much information as you are comfortable sharing, including the program you are involved in, if you are currently receiving service, and date of any incident. Please use reverse side or additional pages as needed.*