

To make a complaint, please complete this form and mail, fax or email it to the Executive Director of the Elizabeth Fry Society of Ottawa at the address provided at the end of the form

If you would like to talk to someone about the conduct of a staff member or about the complaint process before lodging a formal complaint, please contact the Office Manager at 613-237-7427, ext. 113 or at 1-800-611-4755

What the Elizabeth Fry Society cannot do;

- Address complaints about individuals who do not work for the Elizabeth Fry Society of Ottawa
- Award money or damages
- Consider anonymously placed complaints
- Process complaints without notifying the Agency Member about the complaint

**A. PERSON FILING THE COMPLAINT**

.....  
First Name:

.....  
Last Name:

.....  
Address:

.....  
City:

.....  
Province:

.....  
Postal Code:

.....  
Phone:

.....  
Email:

.....  
**\*Anonymous complaints cannot be processed**

If you are not the client of the Agency Member to whom the complaint relates, please describe your relationship to the client and provide details about the client in Section B

**B. CLIENT INFORMATION (if different from person filing the complaint)**

.....  
First Name:

.....  
Last Name:

.....  
Address:

.....  
City:

.....  
Province:

.....  
Postal Code:

.....  
Phone:

.....  
Email:

.....  
Date of Birth:

If you are filing a complaint on behalf of another individual, the Elizabeth Fry Society of Ottawa will require the individual to provide consent to access personal information related to the complaint.

**C. AGENCY MEMBER AGAINST WHOM THE COMPLAINT IS BEING MADE**

- Support Worker
- Program Manager
- Program Staff
- Executive Director

.....  
First Name:

.....  
Last Name:

.....  
If the name of the Agency Member is unknown, please provide sufficient details so that by reasonable inquiry the Elizabeth Fry Society of Ottawa can determine the name of the Agency Member.

.....  
**Complaints against Agency Members who cannot be identified or individuals who are not Agency Members cannot be processed.**

**D. DETAILS OF COMPLAINT**

.....  
**STEP #1:** Please provide the following details relevant to the complaint

.....  
When did the incident(s) occur?      Date:      Time:

.....  
Where did the incident(s) occur?  
.....  
.....  
.....

**STEP #2:** Please provide a general description of the circumstances from which your complaint arises:  
.....  
.....  
.....  
.....

**If you require additional space you may attach a separate sheet.**

**STEP #3:** Based on the information you provided in steps 1 and 2, please list the concerns about the Agency Member's conduct or actions that you wish the Elizabeth Fry Society of Ottawa to investigate in the numbered spaces below.

**\*\*\* NOTE: Please ensure that all of your concerns about the Agency Member's conduct or actions are included below. Any concerns not included on this Form may result in the Elizabeth Fry Society of Ottawa being unable to process those concerns.**

**Concern #1:**

Why are you concerned about this?

**Concern #2:**

Why are you concerned about this?

**Concern #3:**

Why are you concerned about this?

If there are more than three areas of concern, please attach on a separate sheet.

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**E. ACKNOWLEDGEMENT AND SIGNATURE**

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**I have read and I understand the following:**

I understand that the Elizabeth Fry Society of Ottawa may obtain my relevant personal information (including the case notes of the Agency Member) as part of the investigation. The Elizabeth Fry Society of Ottawa may share some or all of the information and documents that it receives from me and other parties with the Agency Member complained about.

The information on this form is collected and will be used to process the complaint.

I understand that if this complaint is referred to the Board of Directors, personal information and other information collected during the investigation must be disclosed to the Agency Member and may be considered during a meeting of the Executive Committee.

Print Name:

Signature:

Date:

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**Please mail, fax or email the signed Complaint Form and any related documents to:**

**Executive Director**

Elizabeth Fry Society of Ottawa  
211 Bronson Avenue, Suite 311  
Ottawa, ON K1R 6H5  
Fax: 613.237.8312  
Email: [info@efryottawa.com](mailto:info@efryottawa.com)

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