



## CLIENT FEEDBACK, COMPLIMENTS & COMPLAINTS

The Elizabeth Fry Society of Ottawa encourages feedback, compliments and complaints from individuals who use our services. This feedback allows us to maintain and continuously improve the quality of our services to ensure they are meeting a high standard.

### COMPLAINT PROCESS

#### **STEP 1: Talk to the Support Worker or Program Staff**

If the complaint is not resolved or you don't feel comfortable talking to the support worker or program staff go to **Step 2**

#### **STEP 2: Talk to the Program Manager**

The Program Manager will try to resolve the complaint informally with those involved. If the complaint cannot be resolved informally, go to **Step 3**

#### **STEP 3: Talk to the Executive Director**

Please complete the Elizabeth Fry Society of Ottawa Complaint Form and forward this form to the Executive Director. The Executive Director will have ten (10) working days to address the complaint. If the complaint has not been resolved by the Executive Director within ten (10) working days, the complaint will be brought to the attention of the President of the Board of Directors.

When the President of the Board of Directors receives the complaint, The Executive Committee will provide a response to the Executive Director within ten (10) working days following the Committee's consultation with the Executive Committee. All decisions rendered by the President of the Board of Directors are final.

Change...  
*One step at a time...*