



Complaints Policy

The Centre is committed to providing the very best service to its clients, their families, community partners and members of the public.

This policy covers any complaint we receive about our service and our organization. When we receive a complaint, we look to work with the individual(s) to resolve the concerns in a way that is fair.

We have a full and comprehensive policy about how we work to resolve complaints, and who is notified in the event of a complaint. This includes a process of informing the Board of Directors. We keep a record of complaints and look to improve any resulting actions. This helps us to deliver the best possible service.

If you would like a full copy of our Internal Complaints policy, please visit our website www.lynwoodcharlton.ca and visit the Parent/Youth page. Alternatively you can request a copy from the program you are receiving service from, or by calling our Main Office at 905-389-1361 x0.

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 he/she 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 significant nature, please speak with the Manager of that Program. The Manager will get back to you within 3 business days.

To contact the Program Manager:

- The contact information for the Program Manager is provided during orientation to service
 - It is also available at www.lynwoodcharlton.ca
 - You can also find out who the Program Manager is by calling 905-389-1361 x0
3. If the issue continues to not be resolved at Step 3, then an Internal Complaints form will be completed. You can choose to submit your complaint in writing on the form (available at www.lynwoodcharlton.ca) or through the Program Manager. You can also share your complaint by e-mail, letter, fax or verbally. We will arrange to discuss your complaint (in person or by phone) with the Program Manager and their Manager. At this stage, the Board of Directors is notified of the complaint.