

What Else Can You Do?

After trying at Addus first, if you do not feel that you can solve your concerns at Addus you have the right to get outside help:

Ministry of Community and Social Services Toronto Region

375 University Avenue
5th Floor
Toronto ON M7A 1G1
Tel: 416-325-0500

Ontario Human Rights Commission

180 Dundas Street West, Suite 900
Toronto Ontario M7A 2G5
416 326-0603

Ombudsman Toronto

375 University Ave #203, Toronto,
ON M5G 2J5
(416) 392-7062

addus
developmental disabilities
& community partnerships

A registered charitable organization that enables people with **developmental disabilities** to actively participate in their community.

Registered Charity Number
883152738RR001

addus

Head Office:
40 Orchard View Blvd.,
Suite 213
Toronto, ON M4R 1B9

Phone: 416-544-8847
Fax: 416-544-0951
www.addus.org

 DO YOU HAVE A COMPLAINT?



We are
listening
to you.

addus

IT'S YOUR RIGHT TO HAVE YOUR COMPLAINTS HEARD

If you have a complaint we will listen and respond to make sure you are satisfied with the quality of supports and services at Addus.



WHO CAN COMPLAIN

- A participant at Addus

- Family members or someone acting on behalf of family.



- Anyone in the community concerned about the quality of supports and services at Addus.



WHAT IF I NEED HELP?

- If you need help to make your complaint, talk to someone you trust to help you express yourself.



- You can talk with a Supervisor to find the support you need.



HOW TO HAND IN A COMPLAINT:



These steps are to help you make your complaint the right way and to help you as fast as possible. People will be asked to follow these steps. But, you may choose the step that best helps you deal with your complaint.

YOU can express your complaint to any of these people depending how comfortable you are with them, the appropriateness and the nature of your complaint.

TO MAKE A COMPLAINT:

As per Addus's Policy

#1 You know this is not a problem or a concern.

Try to solve the complaint with the person on your own.

If you need someone with you, talk with the **Supervisor**.

#2 Hand in your complaint in writing or other ways like a recording or video to the Program Manager. He/She will try and help.



1 to 4 Steps to Take

#3 If you are not happy with the results, your complaint will go to the Executive Director at Addus or who is in charge when the Executive Director is away.

#4 If your complaint is not fixed at this level, your complaint will go to the Addus Chair of the Board of Directors or another Board member if the Board Chair is away.

WHAT YOU CAN EXPECT

- You will have the chance to talk about your complaint and work towards an answer that you are O.K. with, and as fast as possible.
- Everyone involved will try very hard to look into and solve your complaint to a point that you are O.K. with it.
- All formal complaints and agreed upon solutions will be recorded.
- You will be given a copy of the Complaint Report. The Supervisor, Program Manager, Executive Director and Addus Board will also get a copy of the complaint.

It's your right to be heard if you have a complaint. You have the right to be safe if you have a complaint and want to talk about it.

