

At Community Living Toronto we do our best to make sure that people with an intellectual disability get great service and support. To do that, we want to make sure that everyone - individuals in service, self-advocates, families, members, volunteers, staff and members of the public, has an opportunity to share their concerns, questions and ideas.

If you have a concern that you'd like to bring to our attention, there are 4 steps you can take:

**Step 1** Try to solve the problem with the people involved. Talk to them calmly, let them know your issues and see if you can solve the problem together. You can make your complaint by talking to them or in writing.

**Step 2** If you feel that the issue has not been resolved, you can phone, email or write to the appropriate Regional Executive Director (RED). You can find their contact information on the Community Living Toronto web-site at [www.communitylivingtoronto.ca](http://www.communitylivingtoronto.ca).

Once the RED has received the complaint, she or he will contact you in 5 business days to try and reach a solution. Before contacting you, the RED will talk to staff to find out what has already been done about resolving the issue.

**Step 3** If the issue is still unresolved, you can complete the 'We Want to Hear From You' form and send it to the Chief Executive Officer (CEO) and President. The form and contact information are also found on CL Toronto web-site.

Once the CEO or President has received the complaint, she or he will contact you to try and reach a solution to the issue. Before contacting you, the CEO and/or President will talk to the RED to see what has already been done to resolve the issue.

**Step 4** If you are not satisfied with the results of the first 3 steps, you may contact the government at:

Ministry of Community & Social Services  
Hepburn Block, 6<sup>th</sup> Floor  
80 Grosvenor Street  
Toronto ON M7A 1E9  
416-325-5666

Ministry of Children & Youth Services  
Developmental Services Branch  
477 Mount Pleasant Road, 3rd Floor  
Toronto ON M7A 1G1  
416-325-0500

Any actions taken to resolve complaints will follow these **Guiding Principles**:

- Complaints are dealt with right away and resolved as quickly as possible.
- Complaints are confidential and protect the individual's privacy.
- The complaint review is fair, doesn't take sides and is respectful to all everyone involved.
- The person with the complaint will be told they may speak to someone else if they are not satisfied with how they are treated or how the issue is dealt with.
- The person with the complaint will be told the reasons for how decisions about the complaint are made.
- The person with the complaint will be kept up to date while the complaint is being reviewed.
- Complaints are used to help improve services, policies and procedures.