



Any Questions or Concerns?

Please contact us at the numbers below
or visit our website at:

www.cfstoronto.com

Catholic Family Services of Toronto is a scent-sensitive environment.

The Catholic Pastoral Centre
1155 Yonge Street, Suite 101
Toronto, Ontario M4T 1W2
(416) 921-1163

*Located at Shaftesbury Avenue
and Yonge Street, next to the
Summerhill Subway Station*

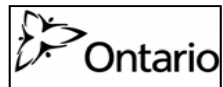
Executive Director: Brenda Spitzer, MSc, RP, RMFT

MEMBER

Catholic Charities of the Archdiocese of Toronto
Family Service Ontario

Do you have a concern?

Catholic Family Services of Toronto is a Catholic Charities
member agency supported by ShareLife.



Catholic Family Services of Toronto

Guidelines and Procedures for Concerns and Complaints from Clients and Wellness Group Participants

Catholic Family Services of Toronto is committed to ensuring that clients and wellness group participants receive quality services at the Agency. Therefore, if a client or a wellness group participant is dissatisfied with the service sought or received, we would like to know about it. The Agency will respond to concerns and complaints, and help to resolve them.

The following procedure is available to a person who has a concern or complaint about the service that they have received at the Agency.

Every reasonable effort will be made to find a mutually agreeable solution to your concern or complaint.

You may have a support person accompany you at any time when meeting with Agency personnel.

HOW TO REPORT YOUR CONCERN OR MAKE A COMPLAINT

Step 1: Informal Resolution Process

First, talk about your concern or complaint with your counsellor or wellness group facilitator. This will give you both an opportunity to find a solution to the problem together.

If you feel uncomfortable talking about your concern or complaint with your counsellor or wellness group facilitator, or if you are not satisfied with the outcome of that discussion, you may ask to speak with their Manager. You can expect to speak with the Manager within 5 working days after your request has been made.

Most issues can be resolved at this level.

Step 2: Formal Resolution Process

FIRST STAGE: MEETING WITH THE MANAGEMENT REVIEW TEAM

If the informal process has not resolved your concern or complaint, you will be asked to submit your concern or complaint to the Manager in writing.

When your written concern or complaint has been received, the Manager will call you within 5 working days to schedule a meeting and answer any questions that you may have. The meeting will be arranged within 10 working days where the Management Review Team will carefully review and explore your concern or complaint with you.

Within 5 days after this meeting, the staff person will be informed about the nature of your concern or complaint and will be asked to respond.

The Management Review Team will review your concern or complaint and the staff's response. Within 10 working days of your meeting, the Management Review Team will prepare a written response. You will be invited to come in for a meeting to hear the Agency's response and you will receive a written copy of the response.

SECOND STAGE: MEETING WITH THE EXECUTIVE DIRECTOR

If you feel that the matter still has not been resolved, you may request a meeting with the Executive Director. The Executive Director will meet with you within 15 working days after receiving your request.

Within 10 working days after this meeting, with your permission, a letter from the Executive Director will be mailed to you that summarizes the results of the meeting and the Executive Director's decision regarding your concern or complaint. Where necessary, this information will be provided verbally.