

Follow the 4 steps inside to fix your problem or concern. Complaints about abuse or other forms of mistreatment should be directly reported to a Service Coordinator or the Executive Director.

Letters to the Board of Directors should be addressed to the President, care of the Executive Director, at our address.



For more information check out our website:
www.communitylivingupperottawavalley.ca
Go to "Contact Us" to see the Complaint Resolution Policy, or you can ask for a copy of it or ask for assistance.

Revised: April 26, 2017

The right to express a complaint to Community Living at any time!



Community Living Upper Ottawa

894 Pembroke Street West
P.O. Box 1030
Pembroke, Ontario
K8A 6Y6

Phone: 613-735-0659

Fax: 613-735-1373

Email: info@communitylivingupperottawavalley.ca

Community Living



Do you have a concern about the supports you are receiving?

Here's what you can do:



Four Steps

You have the right to complain if you are not satisfied! You can . . .

1. Talk to the staff person directly.

Most problems or concerns are fixed by talking with the people directly involved.

2. Talk to your Service Coordinator.

Your Service Coordinator knows you and supervises the staff working with you. She may be able to help you and others fix the problem or concern.



Stephanie Moss
Extension 241



Suzie Desjarlais
Extension 116



Nancy Healey
Extension 103



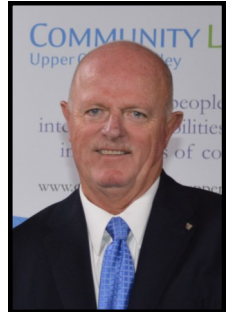
Tina Williams
Extension 105



Donna Locke
Extension 108

3. Talk to the Executive Director.

The Executive Director is responsible to look into and reply to complaints about Community Living, when staff or your Service Coordinator are unable to fix the problem or concern.



4. Talk to the Board of Directors.

Write to the Chair outlining your complaint, and what you think should happen.



Holly Woermke

You have the right to quality supports!