

Compliments & Complaints

Mission

To provide community-based specialized support and clinical services that contribute to the enhancement of the quality of life of persons with intellectual/developmental disabilities and/or Autism Spectrum Disorders, their families and service providers.

Belief Statement

We believe that each supported individual should receive appropriate services and opportunities to:

- Maximize their potential in their home and community
- Participate in all aspects of community life
- Exercise individual choice and independence

We believe that by assisting families and service providers they can achieve:

- An enhanced quality of life
- An increase in their knowledge and skills
- Options to manage their individual situations
- Innovative and creative approaches to address needs

We believe that our mission is best achieved through:

- Highly skilled and motivated staff
- Effective partnerships
- Best practices (evidence based)
- Collaborative systemic planning

Canopy Support Services is committed to providing excellent service within the communities we support. Listening & responding to compliments & concerns from supported individuals, families, support persons and the public enables us to build & improve on our services.

Want to Compliment Our Staff?

1. We encourage you to tell the Canopy Support Services staff member directly.
2. If you would like the staff member to be recognized more publicly:
 - call & talk to the staff member's Manager OR
 - send a letter to the address on the bottom of this page OR
 - send an email to hr@canopysupport.ca
3. The Manager will ensure our Executive Director is informed of all compliments.
4. With the staff member's consent, compliments will be posted on our website.
5. Our Board of Directors will also be advised of all compliments our staff receive and the staff member will be advised they've received a compliment & we'll include it in their employment file.

Wish to have a Concern or Complaint Addressed?

1. If a client, family, support person or member of the public has a concern or complaint about service provided by Canopy Support Services, we encourage you to discuss it with the staff member who is working with the client.

Our staff will work with you to resolve the situation as quickly as possible.

2. If the situation is not resolved, if you are uncomfortable approaching the staff member or if you are a member of the general public, you can contact the staff member's Manager directly. If the concern relates to a Manager, you can contact our Executive Director directly.

3. You may file your complaint orally by calling **(705) 876-9245 Ext. 320** or in writing either by mailing it to our main address (see front of brochure) or by emailing it to hr@tccss.org

4. Please include the following information when raising a concern or making a complaint:

- The nature of the complaint or concern
- An outline of relevant circumstances, including dates
- Steps to be taken to resolve the issue
- The desired outcome you would like to occur

5. Within 10 working days of receiving a complaint, our Manager must work with the client, family, support person or member of the public to thoroughly investigate the complaint.

6. Our Manager will prepare a written report summarizing the problem, including the discussion with the individual making the complaint. Our Manager will also include their recommendations to resolve the complaint and actions taken.

7. If the individual making the complaint is not satisfied with the action taken by our Manager, they may then file a written complaint with the Executive Director. The Executive Director has 10 working days to review, investigate and respond.

8. All complaints reported to the Executive Director will be documented and the final results will be reported to the Board of Directors.

Partners in fostering the successful social inclusion of people with intellectual and developmental disabilities.



Canopy Support Services is a non-profit organization that receives funding from the Ministry of Children, Community and Social Services. Canopy Support Service's business and privacy practices meet FOCUS accreditation standards.