

# Compliments & Complaints

**We welcome all feedback from our clients, families and members of the public.**

Canopy Support Services is committed to providing excellent service to everyone we support. We want to hear from you so we can listen and respond to your compliments and concerns. This helps us build and improve on our services.

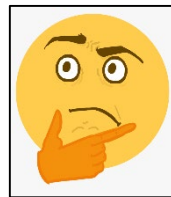
## Do You Want to Compliment Our Staff?



1. You can call the staff member directly.
2. You can call the staff member's Manager.
3. You can send an email to [hr@canopysupport.ca](mailto:hr@canopysupport.ca) or a letter to to the address below.

We will tell the staff member that they have received a compliment & we'll include it in their file at Canopy Support. The Manager will also let the CEO know about all compliments & our Board of Directors will be informed as well.

## Do You Have a Concern?



1. If you have a concern or complaint about working with Canopy Support Services, we hope you will discuss it with the staff member you are working with. They will work with you to fix this as quickly as possible.
2. If things do not get better or if you do not want to talk to the staff member, you can call the staff member's Manager directly.

2. If things do not get better or if you do not want to talk to the staff member, you can call the staff member's Manager directly. If your concern is about a Manager, you can contact our CEO.
3. You can call (705) 876-9245 Ext. 320 to file a complaint.
4. You can write a letter and mail it to:

Canopy Support Services – HR  
150 O'Carroll Ave  
Peterborough, ON K9H 4V3

5. You can email your concern to [hr@canopysupport.ca](mailto:hr@canopysupport.ca)

When you send the email or letter please let us know:

- Who is the concern about, and what happened?
- What steps would you like to see taken to fix the problem
  - What do you want the result to be?

### What happens after we get your concerns?

Within 10 working days of receiving your concern, our Manager will work with you to understand your concern. Then they will complete a report to explain the problem, including the discussion had with you about the concern.



Our Manager will also include suggestions to fix your concerns in the report and explain what actions they have taken. If you are not satisfied with the action taken by our Manager, you can then file a written complaint with the CEO. The CEO has 10 working days to look into your concern, and respond to you.

All complaints reported to the CEO 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.