COMPLAINT/FEEDBACK FORM

St. Leonard's Community Services (SLCS) is committed to providing services that are transparent, accountable and respectful of an individual's dignity and rights and in conducting its relations with families and members of the public with integrity, courtesy and professionalism.

Integral to this commitment is the availability of a formal process for individuals receiving services, their families, advocates, as well as members of the general public, to receive and address a complaint or other feedback regarding SLCS' services.

If you have a complaint regarding SLCS' services or an experience that you had with a member of our staff, please outline the details below so that we can respond to your concern.

YOUR DETAILS

First name_____ Surname _____

Pronoun: _____

Preferred contact phone number: _____

Email address: _____

How are you affiliated/involved with our services? _____

THE CONCERN / FEEDBACK

Please tell us clearly what your concern is regarding, including who you may have had previous contact with, when you had discussions and the outcomes of those discussions (if applicable).

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YOUR EXPECTATION

Please indicate what you would like to see happen to resolve your complaint or how we could improve our service experience in the future.

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Signature: _____ **Date:** _____

Thank you for your valuable feedback. Please follow the complaint process outlined to submit this form.

A SLCS manager, Director or designate will contact you within three (3) business days to acknowledge receipt of your complaint/feedback and to inform you about the next steps and expected time frame of the response to your complaint/feedback.

Privacy

All complaints will remain confidential to the parties involved, to the greatest extent possible, and there shall be no reprisal towards the complainant. SLCS welcomes feedback to ensure the supports provided effectively meet the needs of each individual and the community in which it serves.