



POLYCULTURAL
IMMIGRANT & COMMUNITY SERVICES



COMPLAINT RESOLUTION PROCEDURE

1. Purpose

Polycultural Immigrant & Community Services is committed to delivering high-quality, client-centred services to all individuals we support. This Complaint Resolution Procedure ensures that clients have a clear, accessible, and fair process to raise concerns regarding services, staff, or programs, and to have those concerns addressed promptly and respectfully. The procedure is guided by Polycultural's Human Resources Policy and complies with the regulatory requirements applicable to Ontario corporations and registered Canadian charities.

2. Scope

This procedure applies to all clients, participants, and service users of Polycultural Immigrant & Community Services. It covers any dissatisfaction with services provided, including but not limited to, service delivery, staff behavior, communication, and access to services.

3. Statement

We recognize that feedback, including complaints, provides valuable insights into areas for improvement. Complaints will be handled in a timely, respectful, and confidential manner. No client will be penalized for lodging a complaint, and their rights and confidentiality will be upheld to the extent possible throughout the process.

We welcome feedback, including complaints, about the accessibility of our programs and services. Feedback can be provided by phone, email, using the form listed below, in person, or by mail. Upon request, we will provide or arrange accessible formats and communication supports (e.g., large print, plain-language, ASL/LSQ, captioning) and will consult with the person to determine suitability.

4. Procedure for Submitting Complaints

4.1 Informal Resolution

We encourage clients to initially address any concerns directly with the staff member or supervisor on site, if appropriate. Many issues can be resolved quickly and informally through open communication.

4.2 Formal Complaint Submission

If a client feels that their concern has not been adequately addressed informally or prefers a formal process, they may submit a formal complaint.

How to Submit a Complaint:

- **In writing:** Complaints can be submitted via email, mailed, or delivered in person at any of our offices.
- **By phone:** Clients may call one of Polycultural offices and request to speak to a supervisor or manager.
- **Through our website:** A complaint form is available on our website.

Complaints should include:

- Client's name and contact information
- A clear description of the complaint, including relevant dates, staff involved, and any prior attempts to resolve the issue

4.3 Acknowledgment of Complaint

Upon receiving a formal complaint, we will:

- Acknowledge receipt of the complaint within 5 business days
- Assign a staff member (typically a supervisor or manager) to investigate the complaint
- Provide the client with the contact details of the assigned investigator

4.4 Investigation

The assigned investigator will:

- Review all relevant information and documents
- Speak with the client and any staff involved
- Seek to fully understand the complaint and the desired resolution
- Maintain confidentiality to the extent possible throughout the process

4.5 Resolution and Response

We aim to resolve complaints within 15 business days of receiving them. The client will receive a written or verbal response, which will include:

- The outcome of the investigation
- Any actions taken or planned to address the issue
- Information on how to appeal if the client is not satisfied with the resolution

5. Appeal Process

If a client is not satisfied with the outcome of the complaint process, they may appeal in writing to the Director of Human Resources. The appeal should outline why the client is dissatisfied with the original decision and any additional information they wish to provide. Appeals will be acknowledged within 5 business days, and a final decision will be provided within 20 business days of receiving the appeal.

6. Confidentiality and Record Keeping

All complaints will be handled confidentially, and only individuals directly involved in the investigation will have access to information. A record of all formal complaints and their outcomes will be maintained for quality improvement purposes.

7. Monitoring and Review

Polycultural Immigrant & Community Services will regularly review complaints and outcomes to identify trends and areas for improvement. This procedure will be reviewed annually to ensure it remains effective and aligned with best practices.

COMPLAINT FORM



Date:	
INFORMATION ON INDIVIDUAL LAUNCHING A COMPLAINT	
Name of the client	
Phone	
Email	
INCIDENT INFORMATION	
Date of the incident	
Program/site location	
Staff involved	
Description of the issue/ incident	
Desired resolution	
Signature	

Completed Complaint Form can be submitted:

In-person at any of the Polycultural site to Programs Manager,
or Fax: (416) 233-1651, or Email: info@polycultural.org