

Fedcap Canada is committed to providing a high-quality service to everyone we support. To do this, we rely on your feedback.

Please first inform the staff at your Service Provider of your concerns, however, if you wish to make a formal complaint:

1. We will listen to your complaint.
2. We work with all parties involved towards a reasonable resolution.
3. We may take up to 10 business days to investigate your concerns and provide a resolution.
4. We will keep you informed at every stage of the process.

If you would like to make a complaint, please follow the 4-stage process:

Stage 1

- Inform your Service Provider (SP) that you have a complaint/issue to raise.
- Your Service Provider will acknowledge the complaint within 1 business day of receipt of your feedback.
- The Service Provider will issue a resolution to you within 10 business days of receipt of your complaint/issue. If resolved to your satisfaction, the process ends. If not resolved, escalate to Stage 2.

Stage 2

- If you are unsatisfied with this resolution, please request contact information of the Senior Leader at the Service Provider to provide them with an account of your experience.
- The Senior Leader at the Service Provider will provide their response to you within 15 business days. If resolved to your satisfaction, the process ends. If it is not resolved, escalate to Stage 3.

Stage 2 is the final stage within the Service Provider. If you are not happy with your SP's response, they can refer you to us, Fedcap Canada (the Service System Manager).

Stage 3

Please escalate your concerns to Fedcap Canada by email, mail or phone:

- Email: contact.us@fedcapcanada.ca
- Mail: Fedcap Canada, 301-225 King William St, HAMILTON ONTARIO L8R 1B1
- Phone: 289-246-9063

Fedcap Canada will investigate and respond to the complaint within 20 business days of receipt of the escalation. This resolution will be shared with all parties involved. If resolved to your satisfaction, the process ends, if not resolved, escalate to stage 4.

Stage 4

Escalate to the Office of The Ombudsman of Ontario by email, mail or fax:

- Email: info@ombudsman.on.ca
- Mail: Office of the Ombudsman of Ontario, 483 Bay Street, 10th Floor, South Tower, Toronto, ON, M5G 2C9
- Fax: 416-586-3485