

COMPLIMENTS & COMPLAINTS



WANT TO COMPLIMENT OUR STAFF?

1. We encourage you to tell the Canopy Support Services staff member directly or by using the feedback form on our website: <https://www.canopysupport.ca/feedback>
2. If you would like the staff member to be recognized more publicly, you can:
 - call & talk to the staff member's Manager OR
 - send a letter to the Canopy main office (addresses listed below)
 - send an email to hr@canopysupport.ca
3. The Manager will ensure our Chief Executive Officer 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. The staff member will be advised they've received a compliment and 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 Chief Executive Officer 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 (listed below) or by emailing it to hr@canopysupport.ca
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 Chief Executive Officer. The Chief Executive Officer has 10 working days to review, investigate and respond.
8. All complaints reported to the Chief Executive Officer will be documented and the final results will be reported to the Board of Directors.