



Family Respite Services Windsor / Essex
 Service de Répit Familial Windsor / Essex
 3295 Quality Way, Unit 101A
 Windsor, ON N8T 3R9

Complaints Form

Your formal complaint is welcomed and will be treated confidentially. We appreciate you completing this form so that we can respond to your complaint. There is additional information about how your complaint will be managed on the other side of this form.

Name of person completing this form:

Are you a:	<input type="checkbox"/> Child / Young Person <input type="checkbox"/> Family Member <input type="checkbox"/> Staff Member <input type="checkbox"/> Direct Support Provider <input type="checkbox"/> Other			
Name of person who is making the complaint if it is different than the one who is completing the form:				
Are you a:	<input type="checkbox"/> Child / Young Person <input type="checkbox"/> Family Member <input type="checkbox"/> Direct Support Provider <input type="checkbox"/> Community Member <input type="checkbox"/> Other Agency			
Address:			Post Code:	
Phone No:		Email:		
Tell us about your complaint:				
What happened? Please give details:				
When did it happen?			Where did it happen?	
Who was involved?				
What outcome are you hoping for? Please give details:				
Signature (of person completing form):			Date:	

OFFICE USE ONLY

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|--------------------------|--|-------|-------|
| <input type="checkbox"/> | Executive Director notified | Date: | _____ |
| <input type="checkbox"/> | Assigned to Family Coordinator for Follow Up | Date: | _____ |
| <input type="checkbox"/> | Acknowledgement letter sent | Date: | _____ |
| <input type="checkbox"/> | Assigned to Manager for Follow Up | Date: | _____ |

We appreciate you taking the time to let us know about your concerns. Once we receive your complaint, we will then follow the process set out in our Feedback and Complaints policy so that we can work with you to resolve the matter.

What will happen now?

- We will record your complaint in the FRS Complaints Register so that we have a record of it.
- We will acknowledge your complaint within 3 working days.
- We will identify a contact person at FRS who can work with you through this process.
- We will provide those details to you. You can let us know if you would prefer an alternative contact person.
- You will be kept informed at all stages of the decision making process.
- We may need time to properly investigate your complaint.
- Once the complaint is resolved as far as possible, you will be informed of the outcome by phone, email or letter. We aim to do this within 21 days.

What if I'm not happy or satisfied with the outcome?

If you are unhappy with the outcome or the way a complaint has been managed you can:

- Contact the person who was dealing with your complaint for more information.
- Ask the FRS Executive Director to review your matter.

Returning this form

You can return this form by:

- Emailing it back to FRS at feedback@familyrespite.org
- Handing it to a staff member
- Mailing it to our Executive Director, Catharine Shanahan, at Family Respite Services