COMPLAINT PROCEDURE FOR CLIENTS

Date:_____

As a client of the Youth Services Bureau you have access to a complaint process if you have a concern about any aspect of our services, including provision of French Language Services. Your complaint can be made verbally or in writing. If you would like to make a written complaint, you can write down your concerns on this sheet or you can write them in an email and send it to complaints@ysb.on.ca or to YSB Head Office, 2675 Queensview Drive, Ottawa, ON, K2B 8K2.

The first step in addressing a complaint would usually be to talk about it with one of our front-line staff. If this does not resolve your complaint or you are uncomfortable with approaching a staff, you can bring the complaint to the program coordinator, the department's assistant director or the department's director. Contact information for all agency managers can be found on our website or by calling our head office at 613-729-1000 where they will be able to provide you with the name and telephone number of the person.

If you are still unsatisfied with the handling of your concern, you can direct your complaint to the Associate Executive Director or the Executive Director.

If you have spoken with our Executive Director and are not satisfied, you can call the Advocacy office at 1-800-263-2841 (no charge) or call collect at (416) 325-5669.

If you have a complaint about our provision of French Language Services, please contact our agency lead for French Language Services, Francine Gravelle at fgravelle@ysb.on.ca.

Details of Complaint:

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Signature:_____Date:_____