



**YOUTH SERVICES JEUNESSE**

# COMPLAINT PROCEDURE FOR CLIENTS

As a client of YSB, you have access to a complaint process if you have a concern about any aspect of our services, including provision of French Language Services and accessibility. Your complaint can be made verbally, in person 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.ca](mailto:complaints@ysb.ca) or to YSB Head Office, 2675 Queensview Drive, Ottawa, ON, K2B 8K2.

The first step in addressing a complaint would be to talk about it with one of our staff, this includes Coordinators and Directors. If you are still unsatisfied, you can direct

your complaint to YSB's CEO at 613-729-1000.

If you have spoken with our CEO and are not satisfied, you can call the Ontario Ombudsman at 1-800-263-1830 or 416-586-3300 or [info@ombudsman.on.ca](mailto:info@ombudsman.on.ca).

Details of Complaint:

Lined area for writing details of the complaint.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_