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COMPLAINT FORM

Keystone Child and Youth Family Services is committed to providing the very best service to its clients, their families, community partners and members of the public, including working with you to resolve any concerns or complaints you may have.

What to Do If You Have a Complaint:

1. If you are comfortable, please share your concern with the staff member that you are involved with. They will listen to you and attempt to resolve the issue.
2. If your issue is not resolved during Step 1, or if you are not comfortable approaching the staff member involved, or if the concern is of a significant nature, please speak with the Supervisor of that Program (to find out who this is, please call 519-371-4773 ext. 0). The Supervisor will get back to you within 3 business days.
3. If after discussion (by phone or in person with the Supervisor), your concern is not resolved, you may wish to file a Complaint. The Complaint form is on the following page. You may use this form to submit the complaint or alternate methods (letter, fax, e-mail). The form can be sent to the Human Resources Department at KeyHR@keystonebrucegrey.com
4. After this form has been submitted, it will be promptly reviewed by the appropriate leadership member. We will be in touch with you as soon as possible to address and resolve your concerns. All unresolved concerns will be referred to the CEO.

If you feel your concern/complaint is still unresolved, you can contact:

Ombudsman of Ontario

483 Bay Street
10th Floor, South Tower
Toronto, ON M5G 2C9
www.ombudsman.on.ca
Telephone: 416-325-5669
Toll-free: 1-800-263-2841

Date: _____

Name: _____

Contact Information: _____

Nature of Complaint: _____

Please describe as much information as you are comfortable sharing, including the program you are involved in, if you are currently receiving service, and date of any incident. Please use additional pages if needed.