

The background of the entire page is a repeating pattern of small, light-colored house icons on an orange background. The icons are arranged in a grid and are slightly offset from each other.

7

COMPLAINTS AND APPEALS

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- (a) Shelter providers will
 - (i) Have a board-approved policy and management-approved procedures regarding complaints and appeals, including how complaints can be made at the shelter level, how complaints will be investigated and resolved, and any subsequent escalation or appeal processes, including escalating a complaint to SSHA when all other options have been exhausted
 - (ii) Submit a copy of the policy and procedures to SSHA and resubmit a copy whenever the documents are updated or otherwise revised
 - (iii) Offer a copy of the policy and procedures or a plain language version of the policy and procedures (e.g., simplified orientation brochure) to clients upon their request.
- (b) Shelter providers will respond professionally and appropriately to all complaints from all individuals.
- (c) Shelter providers must inform clients of this process, post their complaint and appeals process in a conspicuous area of the shelter, keep a written record of formal complaints and a written record of the resolution of formal complaints.
- (d) Complaints are a valuable source of information about a shelter's performance and can highlight areas for improvement. Shelter providers will collect, analyze and evaluate all complaints and take any necessary corrective action.
- (e) Shelter providers will provide the contact information for SSHA to any client who has exhausted a shelter's complaints and appeals process, remains dissatisfied with the resolution, and who wishes to escalate their complaint or appeal further.
- (f) Shelter providers will provide the contact information for SSHA and the Office of the Ombudsman to any individual who wishes to make a complaint about a City of Toronto or SSHA program, service or responsibility.