

CONCERN/COMPLAINT PROCESS FORM

CONFIDENTIAL

FOR COMMUNITY LIVING RENFREW COUNTY SOUTH USE ONLY



You have the Right to
express a
Concern/Complaint to
Community Living
Renfrew County South
at anytime!

RENFREW OFFICE

326 Raglan Street South, P.O. Box 683
Renfrew, ON K7V 4E7
Tel: 613-432-6763/7529
Fax: 613-432-9465
E-mail: commliving@clrcs.com
www.clrcs.com
Support Line: 613-433-2523

Executive Director	Extension
Jennifer Creeden	106
Managers	
Elaine Gilchrist	107
Tina MacLaren	109
Lucy McCordick-Boisvenue	110

ARNPRIOR OFFICE

106 McGonigal Street West, Unit 100
Arnprior, ON K7S 1M4
Tel: 613-623-4955
Fax: 613-623-6176
E-mail: commliving@clrcs.com
www.clrcs.com
Support Line: 613-433-2523

Managers

Tina MacLaren 613-623-4955 Ext. 103
Jeff Gates 613-623-7900
Cyndi Wilson 613-433-3705



*“working with others to improve
the quality of life for people with
developmental disabilities”*



**CONCERN/
COMPLAINT
PROCESS**

Community Living
Renfrew County South

CONCERN/COMPLAINT PROCESS

Policy:

Community Living Renfrew County South is committed to providing service in a manner which respects the individual's dignity and provides the best possible care, welfare, safety and security. We are committed to being a responsive agency, meeting the needs of the individuals we support, those acting on their behalf and the general public. We will ensure that all individuals receiving support are aware of their right to express concerns or complaints about any Community Living service or support and to seek remedy.



A person has the right to expect whatever assistance is required to forward a concern/complaint including the right to seek outside help with the assistance of an employee, family member or friend.

Step 1

Attempt to resolve your concern/complaint with the person directly involved, if you wish.

Step 2

Complete the Concern/Complaint form and present it to a Manager. A Manager will meet with you within 3 days.

If your concern/complaint is not resolved, support will be provided to assist you through the Concern/Complaint Process to a satisfactory resolution.

There will be no negative repercussions to anyone initiating a complaint.

Your concern/complaint is important to us, it will be respected and taken seriously.



CONCERN/COMPLAINT PROCESS

Name: _____ Date: _____

My Complaint Is: _____

