

What should you do?

You need to talk to someone about what is happening and how you are feeling.

Do you need help to make a complaint?

At any time you can ask someone to help you make a complaint.

You can ask someone you trust like a:

- ❖ Family member
- ❖ Friend
- ❖ Staff member
- ❖ Co-worker
- ❖ Medical Professional
- ❖ Neighbour
- ❖ Police



www.communitylivingalgoma.org

Follow Us!

Sault Ste. Marie Office
99 Northern Ave. East
Sault Ste. Marie, ON P6B 4H5
t: 705-253-1700 f: 705-253-1777

East Algoma Offices
Lakewood Place
1 Industrial Rd. East - Suite 202
Blind River, ON P0R 1B0
t: 705-356-0464 f: 705-848-2520
Elliot Lake
t: 705-848-2475 f: 705-848-2520

North Algoma Offices
26 St. Marie Street, 2nd Floor Box 387
Wawa, ON P0S 1K0
t: 705-856-7942 f: 705-856-1046
220 Front St. Suite 104 P.O. Box 1532
Hornepayne, ON P0M 1Z0
t: 807-868-3052 f: 807-868-3052

The Council of Community Living Algoma
705-908-3765 or 1-800-448-3906
advocate@cla-algoma.org

Pamphlet revised by Council: September 2020

Complaints & Concerns



What is a Complaint?

A complaint is where you have a problem that you want to get fixed.

If you are feeling...



ANGRY



SCARED



SAD



NERVOUS



FRUSTRATED



CONFUSED

ABOUT...

- ❖ the way you are being treated
- ❖ your supports and services
- ❖ someone trying to take your rights away
- ❖ someone is hurting you
- ❖ you don't feel safe
- ❖ you are being bullied
- ❖ accessibility standards

This is **NOT** for emergencies.

**If you have an emergency
call 9-1-1.**

You have the right to express your complaint/concern to get the help you need, by talking to someone it can be addressed quickly, fairly, and in private without fear of being in trouble.

How you can make a complaint:



You can make the complaint in person



Email: feedback@cla-algoma.org



Phone: 705-253-3657 or
1-888-839-4443 (toll free)



Write a letter and send to:
Complaints
99 Northern Ave. East
Sault Ste. Marie, ON P6B 4H5

It is important that you leave your name and number so we can contact you.

It is important that you be aware that all complaints/concerns are documented and that Community Living Algoma is committed to helping you.

What will happen when you contact the Complaint/Concern Line at CLA?

Once we receive your complaint, we will review it and contact you within 72 hours or 3 days.



Sometimes we may need to work with others so it may take longer. If this is the case we will give you regular updates.

What if you are not happy with the response/action to your complaint/concern?



You can contact our Executive Director at 705-253-1700 ext. 3001. You will be contacted within 10 business days.



If you are unhappy with the answer from the Executive Director, you may contact the President of the Board of Directors asking that they look into further action to your complaint or concern. This is done by telling the Executive Director that you are unhappy and he will bring it to the Board. You will receive an answer to your complaint/concern within 30 days.

June 2014						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					