

Complaint Reporting Procedure

Merrymount is committed to providing families with respectful and quality service; however, a situation may occur where a person(s) may feel the need to express concerns. Should this happen the following procedures have been developed to help individuals and families share and resolve conflicts or difficult situations.

1. As a first step we would encourage every individual to speak with the Coordinator directly, regarding any concerns or complaints you may have.
2. In the event that the concern or complaint has not been satisfactorily resolved, you can ask to speak to the appropriate Program Supervisor.
3. In the event that the concern or complaint has not been satisfactorily resolved, you may ask to speak to, or submit a written complaint, to the Executive Director.
4. Upon receipt of the written complaint, the Executive Director will request a complete review from the coordinator. A written report of the review will be prepared for the Executive Director and will be shared with the individual making the complaint. This review will be completed within seven (7) calendar days of the request being made.
5. If the matter is still unresolved, further review may be requested of the Executive Director who will complete the review within fourteen (14) calendar days.
6. If the matter is still unresolved, further written notification to the Executive Director can be made requesting a review by the Board of Directors. You will be informed in writing of the findings of the Board of Directors.
7. The individual/family complaint and the subsequent actions and review findings will be written in the form of an incident report with one copy kept in the family file and the original in the incident report binder kept with the Executive Director.

It is important note that at any time during the process, you have the option of accessing either the Child Advocate in Toronto or the Program Supervisor at the local office of the Ministry of Community and Social Services.

Ontario Child and Family Advocate
Ministry of Children and Youth Service
250 Davisville Avenue
Suite 503, 5th floor
Toronto, Ontario M7A 1E9

Ministry Program Supervisor(s)
Ministry of Community & Social Services/
Ministry of Children and Youth Services
217 York Street
London, Ontario N6A 5R1