



Jane/Finch Centre Participant Complaints Procedure

PARTICIPANT RIGHTS:

- Participants have a right to submit a complaint and have it processed according to the procedures set out in the Centre's policy
- Request that the program worker submit a complaint on their behalf
- Request withdrawal of a complaint at any time in the process
- A service environment free from reprisals due to having lodged a complaint

INTERNAL OPTIONS:

Informal complaint process

Any person who believes he or she is being discriminated against may:

- Contact the offending party, communicate the concerns, and explain that the behavior is unwelcome and must cease.
- You may request that a program worker or a manager/supervisor, where appropriate, intervene informally, i.e., speak with the other party.
- No record of the matter will be kept in any person's file.

Formal Complaint Process

A written detailed complaint will be submitted to the Manager/Executive Director. A formal complaint will be addressed in either of two ways:

Mediation

- This requires that both parties agree to have another person of their mutual choice look into the issue and propose a way of resolving it.

Formal investigation

- The request must be submitted to the Program Worker or Program Manager, who will in turn pass the request for investigation to a designate of the Board Human Resources Committee. The investigation will:

Immediately inform the respondent that a complaint and a request for investigation have been received.

- Appoint an investigative body to gather information on the complaint by various methods: interviewing witnesses, document review (including personnel files of both parties).
- The investigative body will make a recommendation to the Executive Director/Board of Directors.

EXTERNAL OPTIONS

- The Ontario Human Rights Commission, by use for the Ontario Human Rights Code.
- The Courts, by use of the Criminal Code.