

AYSP Right to Complain

Every client has the right to make a complaint, access advocacy and to make suggestions and inquiries.

Associated Youth Services of Peel (AYSP) is committed to providing quality service to children, youth and families. As a part of this commitment, our complaint process is guided by the following principles:

- Everyone has the right to be treated with dignity and respect.
- Openness and respect for all traditions, cultures, values and beliefs.
- The rights, best interests and views of the child or youth will guide the process, regardless of who initiated the complaint.
- There will not be any negative consequences to anyone, including children, youth and families, as a result of making a complaint.
- The confidentiality and privacy of individuals and families will be respected.
- Everyone, including children, youth and families, has the right to involve an advocate, relative or friend to support them through the process.
- All formal complaints will be responded to within a timely manner.
- AYSP will work actively to resolve complaints.

Procedures:

- The client has a right to complain or express a concern about the services he/she has received at AYSP, including complaints regarding breach of Privacy.
- The concern/complaint can be about a staff member, a volunteer, or a student.
- The staff receiving the concern/complaint discusses with the complainant to determine what their issue is and what they would like to do about it.
- Whether or not the complainant wants to pursue the matter any further, they should be informed the issue will be brought to the attention of their Supervisor/Manager.

- A concern/complaint may be made in person, by telephone and/or, in written format.
- Any complaints made in person or by telephone will be deemed as a client concern/informal complaint.
- Complaints submitted in writing will be deemed formal complaints.
- The responsibility for handling any concerns/complaints about a staff performance issue rests with the Supervisor and/or Manager.
- An acknowledgement of receipt of any formal complaints will be forwarded to the complainant within ten (10) business days. A plan to resolve any such complaints will be forwarded to the complainant within thirty (30) business days of the initial complaint.