



Young Adult  
Mental Health

## Stella's Place Participant and Community Feedback and Complaint Policy

### We Want to Hear From You

Stella's Place welcomes all feedback about our organization and our work. Your feedback assists us in reviewing and improving the way we do things and the services we offer. Anyone who has a compliment, suggestion, or complaint may contact the Director of Program Operations in person, by phone, or in writing at any time. You may also send any type of feedback or an initial complaint to us by using the webform on the "[contact us](#)" page of our website.

Stella's Place  
Director of Operations  
18 Camden Street  
Toronto ON M5V 1V1  
Phone: 905-567-9329, ext. 332

Fax: 844-321-8486  
Email: [jchoi@stellasplace.ca](mailto:jchoi@stellasplace.ca)  
Website Form: <https://stellasplace.ca/contact-us>

Please feel encouraged to share, when possible, a compliment, suggestion or complaint with any staff member or manager present during your regular interactions with Stella's Place. In this way, we can respond to your feedback directly and immediately.

Stella's Place takes all feedback seriously: We ask that you give your name and contact information so that we may reply back to you. We will respond within 3 business days.

You may leave anonymous feedback, which will be taken into general consideration. Stella's Place documents all feedback, negative and positive, and reports the results annually to our Board of Directors.



## Complaint Policy

If we have not met your expectations we apologize and want to hear about it. A complaint is communication from a person who is unhappy with something that Stella's Place or a representative of Stella's Place has done, is doing, or is planning to do in the future. A complaint may also be about something that our organization or our staff have failed to do.

Any participant, donor, member of the general public, organization, or business who interacts with Stella's Place has the right to:

- Make a complaint
- Expect privacy when making a complaint
- Understand the complaint process
- Have a complaint dealt with fairly and promptly
- Have an advocate, or person of their choice, support them through the complaint process if they choose to do so
- Withdraw a complaint at any time
- Receive and understand the outcome of the complaint process
- Appeal the outcome of the complaint process

Stella's Place Has a Responsibility to:

- Acknowledge the receipt of all complaints
- Listen to the complaint
- Respect the privacy of the person making a complaint
- Review, respond to, and resolve all complaints fairly and promptly
- Provide a formal, second-level complaint process
- Investigate all formal complaints, fairly and impartially
- Give a written response, after investigation, to all formal complaints
- Outline the options going forward if a complaint is not resolved to the satisfaction of the person making the complaint, including the option to appeal

## General Complaint Process

Complaints will be received, promptly acknowledged, and resolved quickly and informally if possible.

- Complaints made in person or by phone will be acknowledged immediately.
- Complaints made by voicemail email, or through our "contact us" form on our website will be acknowledged by staff within 2 business days.



- All complaints will be kept as confidential as possible and only shared with the staff members who need to be informed in order to solve the problem.
- Contact information will be taken if the person making the complaint wishes to receive a response.
- An initial response and solution to an informal complaint will be offered within 5 business days from the date that the complaint was received.
- If the person filing the complaint is not satisfied with their treatment during the complaint process or is not satisfied with the response, the complaint will be referred, formally, to an appropriate director for resolution.
- Formal complaints must be submitted in writing.
- All complaints will be resolved within 35 days.
- There is no time limit for filing a complaint with Stella's Place; However, bringing an issue forward quickly will allow us to address and resolve the concern as soon as possible.

### Formal Complaints and Appeals

- A formal, written complaint will be addressed by one of our Directors.
- The Director receiving the formal complaint will acknowledge the receipt of the written complaint within 3 business days and begin an investigation.
- The Director will investigate the formal complaint and submit a written response and solution to the person making the formal complaint within 10 business days.
- If the complaint is still not satisfactorily resolved, it may be appealed to the Executive Director. The Executive Director will review the complaint and the initial investigation, consult again with the person making the complaint, and make a final decision on the appeal within 15 business days.
- Complaints concerning any Stella's Place Director will be handled by the Executive Director.
- Complaints concerning the Stella's Place Executive Director will be handled by the Board of Directors.
- Complaints concerning behavior of a discriminatory, harassing, or violent nature will be addressed following the investigation and record keeping procedures outlined in the Stella's Place Discrimination Policy, Workplace Harassment Program, or Workplace Violence Program.
- A record of the complaint, the investigation process, and the outcome (include any corrective measures taken) will be kept by Stella's Place in a general complaint file and will be kept confidential, except as necessary to carry out any corrective action.
- Any disciplinary measures taken against a Stella's Place employee will be noted in that employee's HR file, and reported as required to any licensing body, government agency, or professional college.