



Young Adult
Mental Health

Stella's Place Participant and Community Formal Complaint Form

We Want to Hear From You

Stella's Place encourages participants, donors, business partners, and members of the general public to speak directly with a Stella's Place employee or manager whenever a concern, problem, or complaint arises. Before filing a formal written complaint, consider speaking directly with the Director of Operations to see if we can find an informal solution that meets your needs.

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
Website Form: <https://stellasplace.ca/contact-us>

Formal Complaint

If your complaint is of a serious nature, or if you have not received a satisfactory response to an informal complaint, please complete this form to file a formal complaint. "Formal" means that the complaint will be addressed and investigated through specific protocols, following a predetermined chain of command. The outcome or result of the complaint investigation process will be binding, as established in the: [Stella's Place Participant and Community Feedback and Complaint Policy](#).

- A record of the complaint, the investigation process, and the outcome (including 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.



Young Adult
Mental Health

- 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.

To be considered, a formal complaint should be filed within 20 working days of the most recent occurrence of the problem. Extenuating circumstances will be considered on a case-by-case basis.

Complaint Details:

Full Name:

Date of Complaint:

1. Complaint Summary (give a brief description of the nature of your problem or complaint):
2. Complaint Details
 - a. Describe the problem or complaint in as much detail as possible. Include what happened, dates, times, and who was involved in all incidents that are part of your concern:
 - b. How have the problems or the actions you describe above affected you in general?
 - c. How have the problems or actions you describe affected your ability to feel comfortable at Stella's Place and/or access services at Stella's Place?
 - d. Are there others who have witnessed this incident or behavior, or are there others who have experienced a similar concern or problem? If so, please provide their name and contact information if possible:
3. Suggestions and Comments



Young Adult
Mental Health

- a. What possible solutions or suggestions do you believe would help solve your problem or complaint?
- b. Provide any additional information or comments you wish Stella's Place to consider as we investigate your complaint and work toward resolution:

Confidentiality and Complaint Investigation Agreement

By signing this complaint form, I authorize Stella's Place to pursue a resolution of my complaint, including (but not limited to) conducting an investigation into my complaint and interviewing any witnesses or persons named in the complaint. I understand that confidentiality will be maintained to the degree possible. Confidentiality is not the same as anonymity and I authorize Stella's Place to disclose my identity and/or the nature of my complaint on a need to know basis in order to conduct the investigation and to give any person named in the complaint the chance to respond, unless it jeopardizes my personal safety to do so.

Printed Name

Received by

Signature

Signature

Date

Date