

What If I have a complaint?

The Division Manager may recommend actions to resolve the situation such as a proposed dispute resolution meeting between those involved.



If staff have contravened the Code of Conduct appropriate actions will be taken to address the incident such as training, reprimand or discipline up to and including termination. Specific details of any disciplinary action taken will not be provided to the client.

- Only complaints directly related to employee conduct fall under this complaint procedure
- Complaints about entitlement to any benefit must be addressed through the established review process.
- This complaint resolution process in no way limits or restricts any person's rights under the Ontario *Human Rights Code*

Helping people, changing lives.



Peterborough Social Services

Toll Free	855 - 738 - 3755
Phone	705 - 748 - 8830
Fax	705 - 742 - 7358
After Hours Emergency Shelter	705 - 740 - 6222
More Info	705 - 748 - 8830 Ext. 3821

socialservices@peterborough.ca

www.peterborough.ca/socialservices

178 Charlotte Street, PO Box 4138
Peterborough, ON, K9J 8S1

Revised April 2008

705-748-8830

Client Complaint Procedure

Committed to Quality
Customer Service



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Code of Conduct

All employees are expected to perform their duties with integrity, honesty and impartiality, to conduct themselves, at all times, in a respectful manner recognizing the dignity and rights of others.

Workplace Harassment Policy

The City of Peterborough recognizes the rights of all employees and members of Council to work in an environment free from discrimination and harassment based on any of the prohibited grounds in the Ontario *Human Rights Code*.

Client Responsibility

Clients are also expected to interact with Social Services staff in a respectful manner, and to refrain from verbal abuse, physical abuse or other unacceptable behaviour. You have the responsibility to conduct yourself appropriately:

1. While trying to resolve a complaint; and,
2. During any internal reviews or other appeal processes available to you

Client Expectations

Clients interacting with Social Services staff can reasonably expect that:

1. You will be treated with dignity and respect in accordance with the Ontario *Human Rights Code* and the City's Code of Conduct and Workplace Harassment Policy; and
2. You will not be subjected to verbal abuse, such as yelling or swearing, physical abuse, threats or other unacceptable behavior; and
3. You will not be subjected to bullying, intimidation or retaliation



Complaint Process

If you feel an employee treated you improperly, we ask that you talk about the situation with your worker and/or their supervisor so it can be resolved.

If you are not able to talk to your worker or supervisor, or if you are not satisfied with the response you can submit a formal written complaint to the Division Manager.

To assist the Division Manager in fully understanding the complaint, please complete the [Customer Service Survey](#) and include additional comments in the field provided. Where possible please include a description of the incident; the names of the staff involved; the names of any witnesses and steps taken to try and resolve the complaint. You may ask a friend or advocate of your choosing to help complete the form.

The Division Manager will provide a written reply within five (5) working days to confirm the complaint has been received. The Division Manager will thoroughly investigate the matter, normally within thirty (30) working days from the receipt of the written complaint. When the investigation has been completed, the Division Manager will advise you of the findings.