



## COMPLAINT RESOLUTION PROCEDURE

**Inspire Centre**  
1-733 Ross Ave E  
Timmins, ON  
P4N 8S8

Tel.(705) 264-4700  
Toll-Free: 1-800-575-3210  
Fax: (705) 268-3585  
[www.inspirecentre.ca](http://www.inspirecentre.ca)

## **Do you have a concern? We would like to hear about it.**

The Inspire Centre promotes best outcomes for person(s) served by practicing a Family-Centred Care approach. The organization's culture, values and shared professional and behavioural expectations reflect a Family-Centred Care approach.

Our Centre strives to provide quality and focused services to the communities we serve; we want to be notified of concerns or complaints you may have about the services you receive from us. Not only are your views welcome, but they will assist us in improving our services.



## **Our Policy**

The Inspire Centre is committed to providing a transparent, timely, fair, accessible and consistent approach to the review of complaints from person(s) served and/or family support systems, on an informal and formal basis.

The Inspire Centre recognizes that if you are receiving services from us, we must provide you with ways to discuss and bring forth your concerns. In order to assist you in voicing your concerns about our services, please see the following guidelines in this pamphlet, which is available through discussion with a Inspire Centre personnel, at our Reception areas, or online at [www.ctctc.org](http://www.ctctc.org). At the Inspire Centre, we have the responsibility to address your concerns in a timely and respectful manner. We encourage you to voice your concerns to the Inspire Centre in one of the two following ways.

In order to make your informal concern known, simply follow these steps.

## **1st Step: Conversation with Your Inspire Centre Therapist.**

Talk to your with your Inspire Centre Therapist and let them know how you feel about the service you are receiving; in other words, talk about your concern or complaint. Your Therapist will describe the options available to you.



## **2nd Step: Conversation with a Inspire Centre Manager.**

In most instances, a conversation with your Inspire Centre Therapist will resolve the matter. However, if this does not resolve your concerns, contact the Inspire Centre and speak with your Therapist's Manager.

## **3rd Step: Conversation with the Inspire Centre Director of Clinical Services**

If, after speaking with a Inspire Centre Manager, you are still not satisfied, you can pursue your complaint by speaking with the Inspire Centre Director of Clinical Services.

The Inspire Centre encourages you to consider bringing a support person to any of these conversations, in order to help you express your concerns.

If steps 1 through 3 are not successful, and once you have written your concern in the format of your choice, it becomes a formal concern and it is brought to the Executive Director.



## **What are the steps when your concern becomes formal?**

Within 10 days, the Inspire Centre's Executive Director or Designate will respond to your request by letter. This letter will outline how the Inspire Centre will work with you in addressing your complaint. A meeting with the Inspire Centre's Executive Director or Designate a chance to discuss and hopefully resolve your complaint. After the meeting, you will receive a letter including a summary of the discussion and any agreements or next steps that were planned. In the event that your formal complaint is about the Inspire Centre Executive Director, your letter will be sent to the Inspire Centre Board of Directors' Chairperson to address.



After you have received the summary report or at any time during this process, and/or you are still dissatisfied, the Inspire Centre will provide you with information necessary to access one of the respective colleges, pending on which service you are receiving from the Inspire Centre.

### **Other External Complaint Review Options When Receiving Services from the Inspire Centre**

#### **College of Audiologists & Speech-Language Pathologists of Ontario**

3080 Yonge Street, Suite 5060  
Toronto, ON M4N 3N1  
Toll Free: (800) 993-9459  
Web Site: [www.caslpo.com](http://www.caslpo.com)

#### **College of Occupational Therapists of Ontario**

20 Bay Street, Suite 900  
Toronto, ON M5J 2N8  
Toll Free: (800) 890-6570  
Website: [www.coto.org](http://www.coto.org)

**College of Physiotherapists of Ontario**

375 University Avenue, Suite 901

Toronto, ON M5G 2J5

Toll Free: (800) 583-5885

Website: [www.collegept.org](http://www.collegept.org)

**College of Social Workers & Social Service Workers**

250 Bloor Street East, Suite 1000

Toronto, ON M4W 1E6

Toll Free: (877) 828-9380

Website: [www.ocswssw.org](http://www.ocswssw.org)

**Do you have a concern or a complaint regarding the Inspire Centre?**



You have the right to make your concerns known and/or express your dissatisfaction to us. Our complaint procedure is designed to review complaints associated with the overall operations as well as services of the Inspire Centre. Here at the Inspire Centre, we believe that it is important for us to learn from our practice in order to improve our service quality.

For more information about Inspire Centre's Complaint Resolution Procedure, please contact our office at (705) 264-4700 or toll free 1-800-575-3210.