



COMPLAINT RESOLUTION PROCEDURE

**Cochrane Temiskaming
Children's Treatment 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.ctctc.org

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

The Cochrane Temiskaming Children's Treatment Centre (CT CTC) 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 CT CTC 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 CT CTC 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 CT CTC personnel, at our Reception areas, or online at www.ctctc.org. At the CT CTC, we have the responsibility to address your concerns in a timely and respectful manner. We encourage you to voice your concerns to the CT CTC in one of the two following ways.

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

1st Step: Conversation with Your CT CTC Therapist/Staff.

Talk with your CT CTC Therapist/Staff and let them know how you feel about the service you are receiving; in other words, talk about your concern or complaint. Your Therapist/Staff will listen and try to resolve the matter. Options available to you will also be explained.



2nd Step: Conversation with a CT CTC Manager.

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

3rd Step: Conversation with the CT CTC Director of Clinical Services.

If, after speaking with a CT CTC Manager, you are still not satisfied, you can pursue your complaint by proceeding to speak with the CT CTC Director of Clinical Services.

The CT CTC 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.

4th Step: What are the steps when your concern becomes formal?



Within 10 days, the CT CTC's Executive Director or Designate will respond to your request by letter. This letter will outline how the CT CTC will work with you in addressing your complaint. A meeting with the CT CTC'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 CT CTC Executive Director, your letter will be sent to the CT CTC 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 CT CTC will provide you with information necessary to access one of the respective professional colleges, depending on the nature of your concern.

Other External Complaint Review Options When Receiving Services from the CT CTC

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

College of Occupational Therapists of Ontario

20 Bay Street, Suite 900

Toronto, ON M5J 2N8

Toll Free: (800) 890-6570

Website: 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

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

Do you have a concern or a complaint regarding the CT CTC?



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 CT CTC. Here at the CT CTC, we believe that it is important for us to learn from our practice in order to improve our service quality.

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