

How to File a Complaint or Report a Compliment

- For an individual receiving services
- For a person acting on behalf of someone receiving services
- For the general public



In Person: **Directly** to a Director of Service in
Dryden @ 280 Arthur Street or
Sioux Lookout @ 41 King Street



By Phone: **Dryden and Sioux Lookout – 223-3364** – ask for the
Director of Service



By Letter: **Dryden Office:** 280 Arthur St.,
Dryden, ON P8N 1K8
Sioux Lookout office: P.O. Box 1258
Sioux Lookout, ON P8T 1B8



By email: Director of Service emails listed on Website -
www.cldsl.ca

- The relevant Director of Service will address your complaint within 5 days of receiving your complaint.
- If you are unhappy with the response from the Director of Service, you can contact the Executive Director. The Executive Director will respond within 10 days.
- If you are unhappy with the Executive Director's response you can contact the Board President. The Board President will respond within 30 days.

Day-to-Day Problems - Note: Front-line staff can easily address a problem, which comes up in day-to-day living for someone being supported. This is not a formal complaint.

Complaint Procedure – Plain Language
As per Policy GEN-100-13 June 26, 2012