

# Appeals

If a satisfactory resolution with the client is not possible, the Customer Service Co-ordinator/ Department Supervisor will inform the client about their right to make an appeal within 30 days of the closing of the complaint and the relevant appeal process.

For Appeals, see client brochure on *Personal Privacy, Right to Appeal and Client Rights*.

If you wish you to give a compliment, suggestion or lodge a complaint, you may do so in writing or verbally. Speak to your Case Manager, a Customer Service representative or any St. Paul's staff member.

## St. Paul's L'Amoreaux Centre

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## Mission Statement

We are a caring, client-focused, not for profit organization, dedicated to improving the quality of life of seniors in the communities we serve, by providing services and housing in an accessible, professional and progressive manner.

## St. Paul's Vision

To provide a services and housing environment for seniors that allows them to live independently in their community with wellness and dignity. To provide this environment regardless of language, culture or ability to pay.

For more information, contact:  
Customer Service Coordinator  
St. Paul's L'Amoreaux Centre  
3333 Finch Ave. East  
Scarborough, Ontario M1W 2R9  
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Community Services  
and Housing

## Client Information

***How to make a compliment,  
complaint or suggestion***

St. Paul's L'Amoreaux Centre

*Committed to a Culture of Care*

## *Your Opinion Counts*

Your opinion is very important to us. Just as necessary as it is to know when are pleased with our services, facilities, staff and volunteers, it is equally important to know when you are dissatisfied. Your feedback is crucial to acknowledging and resolving issues.

St. Paul's *Customer Satisfaction Policy* ensures a process for acknowledging and recording client feedback and implementing improvements in a timely, confidential and impartial manner.

Our unique *Quality Response Reporting* system records and tracks client feedback confidentially; assigns staff responsibility and allows for efficient reporting and data analysis.

Our Quality Response Report system is one of the methods we use to continually improve on the quality of our services.

St. Paul's tracks the monthly statistics in the Quality Response System to reflect the number of compliments, complaints and suggestions received per staff and department.

## *Compliments*

Our staff and volunteers work hard to meet the needs of our clients and continually advance the mission of St. Paul's. When you submit a compliment, we ensure that the individual or department you want commended receives the recognition.

All compliments received will be entered into a Quality Response Report on the St. Paul's intranet within 24 hours of receipt.

The Customer Service Coordinator forwards a copy of the QRR to the related staff and department supervisor for their reference and sends a formal thank you to the individual submitting the compliment. The Executive Director will be notified of the compliment via a monthly report.

We also try to share compliments with our clients, board of directors, partners and funders in our newsletters and annual review.

## *Suggestions*

If you have a suggestion that will improve the quality of our service, feel free to share it with us. We consider our clients partners and together we can ensure that our services are continually improving.

Suggestions received, verbally or written are entered into the Quality Response System within 24 hours after receipt.

The Customer Service Coordinator sends an acknowledgement to the client within 5 working days. A full response is sent within 15 working days that explains how the suggestion will be implemented, if further investigation is required or why the suggestion will not be implemented.

## *Complaints*

If you are dissatisfied with our service or staff, it is important to bring the issue to our attention so that we may resolve it in the most address efficient, professional and confidential manner.

Verbal and written complaints are entered into a Quality Response Report within 24 hours of receipt. Information includes details of complaint recorded, date received, name, nature of complaint, department, person passed to for action, date passed on.

The Customer Service sends an acknowledgement of the complaint within 5 working days. If the issue will not be resolved within 15 working days, then an acknowledgement is sent indicating how long it is likely to take an investigation and resolve the issue.

The Department Supervisor and the Customer Service Coordinator will ensure that the complaint is resolved as favorably as possible.

The Executive Director will be notified of the complaint and subsequent resolution.

### *Anonymous Complaints*

Anonymous complaints will be investigated and recorded in the same way as any other complaint, although it is not be possible to reply to the client.