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## Feedback and Complaint Procedures

At Youthdale, we are intensely aware that the quality of care we provide will have significant impact on the lives of the clients in our program and their families. The delivery of this care is safeguarded, in part, by the professional standards of our staff, our agency policies, adherence to best practices as well as our compliance with all applicable local, provincial and federal regulations.

We are committed to continuous improvement to client and family-centered quality care. Clients, their parents/guardians/families/substitute decision makers, visitors, members of the community and service partners are, therefore, encouraged to share feedback about their experience at Youthdale. Feedback received will be forwarded to Youthdale's Quality Department. Such feedback will be duly considered and responded to as appropriate.

We are also committed to address complaints in a thorough, systematic and timely manner. Clients are protected from reprisal for registering a complaint.

### Definitions

**CLIENT:** Any current or past client accessing a Youthdale program or service, their parent(s)/guardian(s)/family/substitute decision makers, visitors, members of the community and service partners.

**FEEDBACK:** Inquiries, compliments, concerns, complaints, comments and suggestions received from clients about their experience with Youthdale.

**CONCERN:** An expression of dissatisfaction with day-to-day programming and/or services resolved or addressed within 2 business days.

**COMPLAINT:** An expression of dissatisfaction with the service received from Youthdale, where a client, their parents/guardians/families/substitute decision makers, believes that the organization has not resolved or addressed a concern within 2 business days nor provided a service to their satisfaction, and a response is explicitly or implicitly expected.

### Feedback Procedures

As clients, you play an important role in Youthdale's commitment to quality of care. We want to hear from you about your experience at Youthdale. Please let us know how we are doing by highlighting areas that have made your experience with Youthdale positive, but also areas where we can improve.

**Your feedback is important to us.** Please feel free to contact us at any time, in the following ways:

- Complete a client satisfaction survey
- Request to speak with a Youthdale staff
- Email us at [experience@youthdale.ca](mailto:experience@youthdale.ca)

## Complaint Procedures

**NOTE:** You may choose to be represented/supported by a party of your choice (including Youthdale staff, client counsel, the Ombudsman, Resource Person, RPAC, the Psychiatric Patient Advocate Office, the Office of the Public Guardian and Trustee etc.) at any time throughout this process.

### **Step 1**

We would encourage you to speak with **the staff involved** when the situation arose as soon as you believe that there is a problem. It is, in our experience, best to attempt to clear things up in a timely manner, rather than let those concerns linger.

### **Step 2**

If you still have a concern after speaking with the staff involved, you can ask to **speak or meet with the team lead, manager, or director of the program**. Other people in the agency who might be helpful in resolving the issue may be invited to be part of the discussion and/or attend the meeting.

### **Step 3**

If the matter is still unresolved, you may **request a meeting with the senior director**. At this stage your concern will be designated as a complaint.

**NOTE:** Any concern or complaint will be formally acknowledged within 24 hours of receipt (note that mail sent by regular post will take time to reach Youthdale). Updates on the status of a complaint will be provided by request or within 15 days and subsequently at intervals of 15 days or less.

### **Step 4**

If you are still dissatisfied and you feel that your complaint remains unresolved, you may send the formal complaint, in writing, to:

**Mamta Chail, President & CEO**

Youthdale Treatment Centres  
229 Yonge Street, Suite 300, Toronto, ON M5B 1N9

**EMAIL:** [mchail@youthdale.ca](mailto:mchail@youthdale.ca)

The President & CEO will ensure that a thorough review of your formal complaint is undertaken. Every reasonable effort will be made to formally respond to your complaint within 15 days.