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## OFFICE LOCATIONS

### **Admin Red Rock Office**

78 Salls Street  
Box 161  
P0T 2P0  
807-886-2723

### **Nipigon**

16 Front Street  
Box 670  
P0T 2J0  
807-887-2632

### **Geraldton**

423 Main Street  
Box 1089  
P0T 1M0  
807-854-1321

### **Longlac**

121 Forestry Road  
Box 610  
P0T 2A0  
807-876-2235

### **Schrieber**

211 Walker Street  
Box 148  
P0T 2S0  
807-824-3236

### **Marathon**

51 Peninsula Road  
Box 849  
P0T 2E0  
807-229-0607

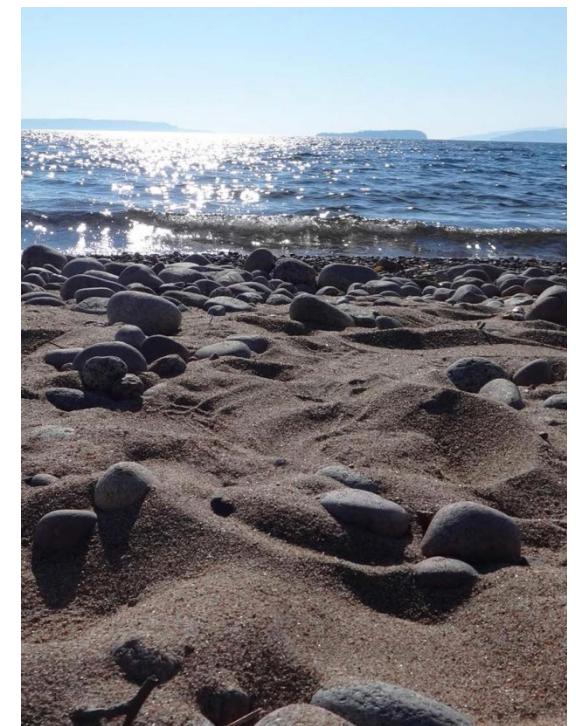
### **Manitouwadge**

1 Clinic Court  
Box 207  
P0T 2C0  
807-826-4517

### **Armstrong**

111 Queen Street  
Box 362  
P0T 1A0  
807-583-2213

## SERVICE COMPLAINT PROCEDURE



**Healthy People \* Resilient Families \***  
**Vibrant Communities**



# **Service Complaint Procedure**

Your views can help us improve our services. Should you have a concern about the services you are receiving, please talk to us so that we can address it immediately. As everyone may not be comfortable presenting their concerns alone, NOSP welcomes you to invite a person of your choice to be present with you.

## **Step 1: Talk with your Service Provider**

Sometimes, concerns can arise from misunderstandings. Raise your concern with your service provider. In many situations, this step alone will lead to a resolution.

If you are not satisfied with your service provider's explanation and your concern is not resolved, ask to speak with his/her manager. You will be provided with information on how to contact the manager directly or the service provider will arrange a meeting for you.

## **Step 2: Talk with the Manager**

The manager will meet with you and may also invite the service provider to help clarify the issues and to arrive at an acceptable solution.

Should your complaint not be resolved by the service provider and the manager, ask to speak with the Executive Director. The manager will arrange for you to meet with the Executive Director or provide you with information on how to contact the ED directly.

## **Step 3: Talk with the Executive Director**

The Executive Director is administratively responsible for the services you receive and the staff delivering those services.

The Executive Director will meet with you, your service provider and the manager to review your concern, examine why it has not yet been resolved and explore other possible solutions.

After this meeting, the ED will consider all the information and inform you of his/her decision in writing. The ED will also inform you that if you are not satisfied with the decision, how you may take your concern to the Board of Directors.

## **Step 4: Talk with the Board of Directors**

The Board of Directors governs the overall operation of the Agency and its services. The ED will make an appointment for you to meet with the appropriate Board Committee. The Committee will meet with you within 30 days and provide you with their decision within ten days of that meeting. They will also inform you of the next step, should you not be satisfied with their decision.

## **Step 5: Talk to the Ministry**

NOSP is funded by the Province of Ontario through the Ministry of Children and Youth Services. Also by the LHIN / MOHLTC. You have the right to make your concerns known to the Supervisor of the Ministries concerned and contact information will be provided by the ED. "The Ministries and LHIN will review all of the information and make a decision regarding your concerns.