



## Complaints Policy and Procedure Plain Language Version

### **It is your right to have your complaint heard!**

If you have a complaint, we will listen and respond to ensure you are satisfied with the quality of supports and services offered by L'Arche.

### **Who can complain?**



- Anyone receiving supports or services from L'Arche.
- Family members, friends and other people who care about people who receive services from L'Arche.
- Anyone who is concerned about the quality of supports and services offered by L'Arche

### **What if I need help?**

- If you need help to make your complaint, approach someone you trust to help you express yourself.
- You can speak with a House Leader to find the support you require.



**How to submit a complaint.**

These steps are designed to help you address your complaint as quickly and efficiently as possible. In most cases people with complaints will be expected to follow these steps. However, you may choose the step that best assists you to deal with the complaint.

**STEPS TO MAKE A COMPLAINT**

YOU may express your concerns to any of the following people depending on your comfort level, the appropriateness and the nature of your complaint.



You know this is not a problem or a concern. Try to solve the complaint with the person on your own. If you need someone with you, talk to an Assistant or friend.



Submit your complaint in writing or other forms of communication (i.e. audio) to your House or Program Leaders.



If you are not satisfied with the results, your complaint will go to the Homes/Programs Coordinator or Community Leader

