



## Independent Living Services Simcoe County Compliments and Complaints Feedback

We welcome feedback when:

- We have done something well.
- We have made a mistake.
- We have treated you badly or unfairly.
- We have made a wrong decision; or
- We can do something better or differently.

We recognize that at times we may not meet your expectations. You are welcome to raise a concern or make a suggestion for ILS through our complaints management process.

We would also appreciate it if you would share when we have exceeded your expectations so we can acknowledge our ILS employees accordingly. Your comments and compliments go a long way!

If you have feedback, please let us know by completing this form and sending it to:

Independent Living Services  
15 Cedar Pointe Drive, Unit 10  
Barrie, On L4N 5R7

Or email this form to: [ilssimcoe@ilssimcoe.ca](mailto:ilssimcoe@ilssimcoe.ca)

Alternatively, you can submit compliments or complaints via our online feedback form at [www.ilssimcoe.ca](http://www.ilssimcoe.ca). If you require an alternative format, please call (705) 737-3263.

Please complete the sections below. **Do not include any personal health information.**

### My feedback is a:

- Compliment
- Complaint
- Comment/Suggestion

### I am a:

- Client
- Client Relative/Friend
- Professional/Service Provider
- Other

**I am completing this feedback form for:**

- Myself
- Someone else

If you are completing this form on behalf of someone else, please enter their name

here: \_\_\_\_\_

**Which ILS service or program are you writing about?**

- Personal Support
- Homemaking
- Home Maintenance & Repair
- Home Modification/Assistive Technology
- General/ILS Simcoe County

We encourage you to raise issues with the relevant member of staff providing the service or Supervisor in the first instance.

**What is the nature of your comment/complaint/suggestion?**

- Access to Service
- Attitude/Behaviour/Conflict
- Quality of Care/Service
- Communication
- Health & Safety
- Wait time/Timing of Service
- General

**Have you previously discussed this with the relevant staff member/program Supervisor?**

- Yes
- No
- I don't know who to contact.

**What would you like to tell us?** Please provide specific details.

**What would you like to happen now?** Please provide suggestions.

**Date of Experience:**

**Time of Experience:**

If you have any further documents relating to your feedback, please email them to [ilssimcoe@ilssimcoe.ca](mailto:ilssimcoe@ilssimcoe.ca) and ensure that the subject and date are in the subject line.

**If this is a compliment, do we have your permission to anonymously share it in future ILS communications?** Your name and contact details will not be shared.

- Yes
- No
- I am not submitting a compliment.

**If this is a complaint, would you like ILS to contact you?**

- Yes
- No
- I am not submitting a complaint.

**If 'Yes' please provide your contact details below.** Note: You may make a complaint anonymously if you prefer though you will not receive a response and if you do not provide enough information, we may not act on, or be able to resolve your complaint or concerns.

**Name:**

**Phone:**

**Address:**

**Email:**

**Signature:**

**Date:**

**I prefer contact by:**

- Phone
- Email
- Letter
- N/A

**Next Steps:**

Please note your feedback will go to the ILS email contact and will be forwarded to the most relevant person. Any complaint that contains profanity, rude or inappropriate language will not receive a response.

We will keep your personal information confidential as much as possible. However, there may be some circumstances when your personal information will need to be provided to others as part of the process of addressing your complaint. Personal information may also be released under the provisions of the Privacy Act 1998 and may be subject to release under the Freedom of Information Act 1989. We will keep this form as part of our records. ILS collects, manages, uses, and discloses personal information under the requirements of the Information Privacy Act 2014 and the Health Records (Privacy and Access) Act 1997.

If you require an alternative format for this form or any other ILS documents provided to you or found online at [www.ilssimcoe.ca](http://www.ilssimcoe.ca), please call (705) 737-3263.

**Thank you for your feedback!**