



Complaints and Feedback Policy

Statement of Complaints

Oakville Meals on Wheels values feedback and is committed to addressing all complaints in an appropriate and timely manner. Anyone with a complaint, concern, or comment including persons served, family members or circle of care members, stakeholders, volunteers, or staff, is encouraged to bring it forward either verbally to a staff member or in writing to the Director of Operations.

All complaints will be acknowledged (documented into Oakville Meals on Wheels' CRM) and responded to promptly, and no later than ten (10) business days from the date they are received. If the Director of Operations is unavailable, a designated staff member will respond on their behalf. If a resolution or corrective action is required, the proposed timeline will be discussed during the response communication, and an explanation may be provided as appropriate.

Complaints will be handled in a courteous and respectful manner. Individuals will be given an opportunity to express their concerns before a response is provided. The staff member receiving the complaint will document the concern and initiate the response, involving the Director of Operations as required. If the complaint is not resolved at the staff level, the Director of Operations will investigate the matter, speak with all relevant parties, determine an outcome, and ensure all details are documented.

Complaints that cannot be resolved by the Director of Operations will be referred to the Board of Directors for resolution. In the case of a complaint from a volunteer, the issue may be referred to an ad hoc subcommittee of Board members representing volunteers.

The Board of Directors will be notified immediately of any complaint that may involve legal risk, reputational risk, or an actual or potential health and safety concern.

Persons served and/or family members or those in the circle of care who feel their complaint has not been satisfactorily addressed may appeal the decision by submitting the appeal in writing to the Board of Directors.

At any time during the complaint or feedback process, persons served, family members, or those in the circle of care may request assistance from staff to



help write or present the information in a complaint or appeal, and/or may request staff to advocate on their behalf.

All complaints will be treated as confidential, to the extent possible. Feedback and comments are valued and support continuous improvement. Submitting a complaint, feedback, suggestion, or appeal will never result in retaliation or create barriers to service.

If you have a concern or complaint, we encourage you to let us know so we can review and address it. You can contact us in any of the following ways:

Phone: 905-842-1411

Email: info@oakvillemealsonwheels.com
board@oakvillemealsonwheels.com

Mail: 17-760 Pacific Road, Oakville, ON L6L 6M5

Complete our complaint form below, or by following this link to do it online:
[Comments/Complaints Form – Fill out form.](#)



Comments/Complaints Form

This form is confidential and will be shared only with those who need the information to review and respond to the concern. This form is available if you prefer to put your concern in writing instead of speaking with a staff member, or if you are not able to contact staff.

Please submit completed form to any staff member or to the Director of Operations.

1) Person submitting the complaint

- a. Name:
- b. Relationship to services (check one): ☐ Person served ☐ Family member / Circle of care ☐ Volunteer ☐ Staff ☐ Stakeholder ☐ Other:
- c. Do you need help completing this form or sharing your concern? ☐ Yes ☐ No
If yes, what kind of help?

2) Details of the complaint

- a. Date(s)/Time(s) of incident/concern: What happened? (include facts, what you saw/heard, and what led up to it):
- b. How has this affected you and/or the person served?

3) What outcome are you looking for?

4) Privacy and permissions

- a. Is there anyone we should not contact about this complaint? ☐ Yes ☐ No
If yes, who and why?
- b. May we contact you for more information if needed? ☐ Yes ☐ No

Signature: _____ Date: _____
(If submitting electronically, type your name.)

We will acknowledge and respond to your complaint promptly, and no later than ten (10) business days from the date it is received.

Submitting a complaint, suggestion, feedback, or appeal will not result in retaliation or create barriers to service.