



Do you have a concern? We want to hear about it!

Domestic Abuse Services Oxford (DASO) staff place a high value on working effectively and cooperatively with you. We want to hear any questions or concerns you may have about your involvement with us. We also want you to know about our **Service User Complaint Process**:

- 1. What do I do if I am unhappy about DASO's services or that of a staff member?** The first step is to describe the concern in writing. With this information written down, it is best to speak directly to the staff involved about your concerns. Please bring your written concerns with you when you talk to the involved staff. This conversation will give you both a chance to look for a solution together. This staff will likely address the issue/problem promptly. The staff member may need to speak with other members of our staff team and/or Management in order to resolve the problem. If the staff involved does need to speak to others, she will need to take a copy of your notes.
- 2. What do I do if I don't feel comfortable speaking to the staff member involved about the problem?** If you do not feel comfortable speaking about the problem with the staff involved, or if you did speak to the staff involved but feel that the problem was not resolved, you may speak directly to the Residential Services Manager at 519-539-7488, ext. 222.
- 3. How will the Manager help to resolve the problem?** She will work with you and the staff to resolve the problem as appropriately and quickly as possible. You will need to bring your written notes to this meeting and the Manager will take a copy of your notes.
- 4. What do I do if I am unhappy with the outcome of my discussions with the Manager?** You have the right to speak directly to the Executive Director. You can ask the staff to contact her or you can call her at 519.539.7488, ext. 223.
- 5. What will happen if I speak to the Executive Director?** She will arrange to meet with you to review the written complaint to try and resolve the issue. She will also review the actions taken to date and why you are not satisfied with the outcome. Before this meeting, it is her job to find out from the staff and Manager the steps taken to date to solve the problem. If it is helpful, please feel free to bring a supportive person with you to the meeting with the Executive Director.
- 6. What do I do if I am unhappy with the outcome of the meeting with the Executive Director?** You may then make a written appeal to the Chair of DASO's Board of Directors. The Executive Director, or her designate, will give you a confidential envelope for your written letter which should include all relevant information and decisions to date. The Chair of the Board of Directors will advise you and the Executive Director of the decision. This process may take up to 30 days to complete.
- 7. What do I do if I am unhappy with the outcome of the decision of the Chair of the Board of Directors?** If you are unhappy with the decision of the Chair of the Board of Directors, you may contact the Area Supervisor of the government Ministry which funds the service or your local Member of Provincial Parliament.

There are "Suggestion" Boxes located at DASO entrances where you can leave an anonymous comment or suggestion.