

Follow-up

If a plan was made, we may conduct a review of the situation in 3 to 6 months to see how things are going and if the plan was carried out.

Involving a Senior Manager or the Executive Officer

If a solution cannot be found at the Supervisor/Manager level, a Director will assist in addressing the complaint and determining the next steps towards resolution of the matter.

Quality Assurance

At Alpha Court, we are committed to ensuring that our clients and community receive quality service.

We will review the feedback we receive and work to continuously improve services.



221 Wilson Street
Thunder Bay, ON P7B 1M7
Phone: 807-683-8200
Email: info@alphacourt.ca

Do you have
feedback about
services at
Alpha Court?



Who can provide feedback?

If you have concerns about Alpha Court's services, we would like to hear.

Clients, family members, support persons or professionals can provide feedback.

How can I provide feedback?

- Talking directly to your worker or another staff member
- Writing a letter
- Speaking to a Manager
- Emailing the organization at info@alphacourt.ca

We would like to hear what we are doing well and realize there may be areas we can improve. If you have a concern, please see the process below:

Informal Process

You initiate an informal complaint process by expressing your concerns or disagreement about the service you are receiving.

In this situation, you can discuss and resolve your concern directly with your caseworker in a way that provides good solutions for everyone involved.

When this is not possible, you may need to involve a Manager.

Formal Process

A formal complaint is one that involves a Manager or Senior Manager. Formal complaints include:

- Complaints that could not be resolved informally with your worker
 - Complaints put in writing
 - Complaints about staff work
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Step 1: Acknowledge the Complaint

Alpha Court will acknowledge that you have made a complaint within 5 working days either by phone or in person.

Step 2: Investigate the Complaint

Alpha Court will investigate the situation within 10 working days of receiving the complaint. This will involve gathering information and getting both sides of the story where applicable.

Step 3: Resolve the Complaint

The Centre will take action to resolve the problem in a manner consistent with agency policy. This may involve a meeting with the complainant and written response where applicable.