



COMPLAINT / FEEDBACK FORM



This form can be used by anyone wishing to submit a complaint or provide feedback, either on their own behalf or for someone else, or an employee or volunteer taking a verbal complaint/feedback.

It can be delivered in any of the following ways:

Email: mythoughts@ntec-nss.com FAX: 905-384-1947

Mail: NSS-NTEC Administration Office
Complaint/Feedback
120 Canby Street, PO Box 190, Port Robinson, ON L0S 1K0

In person: at the above address during regular business hours Monday-Friday 8:30 am to 4:30 pm

We value all feedback and thank you for your time in providing your input.

Person completing form:	Date completed:
This form is being completed: <input type="checkbox"/> On my own behalf <input type="checkbox"/> On behalf of: _____	
Is this complaint related to a rights restriction? <input type="checkbox"/> YES <input type="checkbox"/> NO <u>If YES</u> , go directly to PART 2 below.	
What is the nature of your complaint? (If handwriting, please use extra space on page 2 if necessary.)	
We would like to contact you to discuss your concerns as soon as possible. How would you like us to reach you? <input type="checkbox"/> Phone: _____ <input type="checkbox"/> Email: _____ <input type="checkbox"/> I prefer not to be contacted. I am simply providing information.	

PART 2 – to be completed if complaint is related to a rights restriction of a person receiving direct service from NSS or NTEC (please use extra space on page 2 if needed.) Your complaint will be investigated in accordance with the Agency’s Rights Review Committee policy.

What right do you believe has been restricted?
When did this occur?



COMPLAINT / FEEDBACK FORM



PART 2 – to be completed if complaint is related to a rights restriction of a person receiving direct service from NSS or NTEC (please use extra space on page 2 if needed.) Your complaint will be investigated in accordance with the Agency’s Rights Review Committee policy.

Where did this occur?
What happened?
Has this occurred more than once? About how often has this happened?
Have you talked with anyone else about this? If YES, with whom?
Is there anything else that you would like to say about this that we did not ask you?

Please use the space below for any additional comments.

<p style="text-align: center;">OFFICE USE ONLY</p> <p>Did follow-up occur with the complainant once the complaint was resolved? If Yes, how and what was the outcome? If No, provide reason.</p>
