

Resolution of Complaints

At New Path, we do our best to offer quality service, but if a problem arises we want to resolve it with you. Our complaint process may be utilized at any time during your involvement with New Path. Should you wish to register a complaint, the following guidelines are meant to support you to voice your concern and get a quick resolution.

1. If possible, raise your concern with your worker first.
2. If you are not satisfied with the outcome, contact the worker's supervisor.
3. If you wish you may contact our Chief Executive Officer with your concern. Following discussion you will receive a letter outlining the results of your conversation.
4. If your concern is still not resolved you may contact the President of the Board of Directors.
5. If at this step there is still no resolution, you may contact the Ministry of Children and Youth services (your worker will give you the name and number).
6. Should resolution still not occur, the Ontario Ombudsman is available at 1-800-263-1830 to assist you.
7. If the complaint relates to the collection, use or disclosure of your personal health information that New Path has on file, you have the right to contact New Path's Privacy Officer at privacy@newpath.ca or 733-2654 ext. 522, or you may contact the Privacy Commissioner of Ontario at 1-800-387-0073 as indicated in the *Statement of Information Practices* that was given to you when you first came to New Path. You can also ask your worker for more information about this.