

John Howard Society of Kawartha Lakes & Haliburton Complaint Policy and Procedures

If you disagree or are dissatisfied with anything related to the service you have received from the John Howard Society of Kawartha Lakes & Haliburton, or you think that something should be available to you that currently is not, we would like to know. If there is a problem or a difference of opinion, we want to do our best to work it out. Please follow the steps below if you wish to make a complaint about our service.

Step 1: Discussion with Program Supervisor/Counsellor

Discuss your complaint with the counsellor who is responsible for providing services to you. This will give you the chance to work together on a solution.

Step 2: Discussion with the Program Manager

Tell the Program Manager that Step 1 did not solve the problem, and discuss what you think needs to be done. You can expect a letter within two weeks regarding the results of your complaint.

Step 3: Discussion with the Executive Director

If Step 2 did not solve your problem, a meeting with the Executive Director can be arranged to look for a solution. You can expect a letter within two weeks regarding what actions will be taken about your complaint.

Step 4: Discussion with the Society

If you are not satisfied with the outcome of Step 3, you may request to arrange a meeting with the Society's Board of Directors. The results of previous steps will be examined, and the Committee will look at what other alternatives are available.