

YOUTHLINK COMPLAINT PROCEDURE FOR PARTICIPANTS

Date: _____

As a service participant of YouthLink you have access to a complaint process if you have a concern about any aspect of our services. All complaints are taken seriously and your concern(s) is/are important to us. Your complaint can be made verbally or in writing. If you would like to make a written complaint, please record your concerns in the space below and send it by mail to **636 Kennedy Road, Scarborough, ON. M1K 2B3** or email your concerns to complaints@youthlink.ca

The first step in addressing a complaint would usually be to talk about it with one of our staff. If this does not resolve your complaint or you are uncomfortable with approaching a staff, you can bring the complaint to a Program Manager or Director. Contact information for all agency managers can be found on the following page.

If you are still unsatisfied with the handling of your concern, you can direct your complaint to the CEO whose contact information can also be found on the following page.

If you have spoken with our CEO and are not satisfied, you can speak with our Board Chair, who may be reached through our head office reception number (416-967-1773). Should you feel your concern has not been addressed at this stage, you can call a Ministry of Children, Community & Social Services, or, if a client of the Pathways Program, can call Pathways Canada.

Details of Complaint:

Signature: _____ Date: _____

Program Managers

Manager's Name	Manager's email	Manager's phone #	Title
Susanne Clements	susanne.clements@youthlink.ca	416-967-1773 x220	Director, Clinical Services and Live-In Treatment
Akosua Atta-Mensah	akosua.atta-mensah@youthlink.ca	647-515-6585	Senior Manager, Clinical Operations
Mebruka Mohammed	mebruka.mohammed@youthlink.ca	647-444-0797	Manager, Live-In Treatment
Zohra Rahman	zohra.rahman@youthlink.ca	416-967-1773 x 226	Director, Equity & Belonging
Rita Asare	rita.asare@youthlink.ca	647-617-1854	Director, Housing & Community Programs
Robin Kennedy	robin.kennedy@youthlink.ca	416-864-4444 x 302	Senior Manager, Youth Transitional Housing & Shelter Program
Natalie Comrie	natalie.comrie@youthlink.ca	416-864-4444 x 301	Manager, Housing and Youth Programming
Mark Raghu	mark.raghu@youthlink.ca	416-996-0483	Senior Manager, Education Programs
Jamil Shamji	jamil.shamji@youthlink	416-908-4236	Manager, Pathways to Education
Adi Dasgupta	adi.dasgupta@youthlink.ca	647-393-5765	Manager, Pathways to Education
Jocelyn Helland	jocelyn.helland@youthlink.ca	416-967-1773 x 213	CEO

External contacts

Ontario Ombudsman (any child & youth services)

Children & Youth Unit
483 Bay Street
10th floor, South Tower
Toronto, ON M5G 2C9

Toll-free (inside Ontario only): 1-800-263-2841
Telephone: 416-325-5669
Email: cy-ej@ombudsman.on.ca

Toronto Shelter and Support Services (shelter & housing services)

Attn: TSSS Complaints
55 John St., 6th Floor
Toronto, ON
M5V 3C6

Telephone: 416-392-8741
Email: Homeless.support@toronto.ca