

SEC External Complaints Policy

Our Commitment to You

Social Enterprise for Canada is committed to building a community that exemplifies Canadian values, where all people realize their full potential, and have the opportunity to belong in and contribute to a prosperous and inclusive society. Our core values include honesty, integrity and ethical behavior.

SEC is interested to hear all feedback from our clients and stakeholders, including suggestions, requests, recommendations, and complaints. SEC will review all complaints and respond in a fair, timely, and respectful manner. Any person may lodge a complaint about any action of any SEC representative or service. All complaints will be given due consideration without reprisal or discrimination of any current or future service.

This policy & procedure outlines the framework through which a complaint can be made.

All complaints will be considered by SEC as an opportunity for growth and continuous quality improvement.

All aspects of a complaint will be handled in confidence. However, if the complaint involves allegations of illegal or unethical behavior, information may need to be shared with external authorities.

Procedure

Clients are welcome to table any issues with any staff member at any time. Staff will do their best to resolve your concern. If they are unable to and you wish to forward a formal complaint you will be asked to do so in writing and submit your concerns to the head of the service division.

Please Contact	For issues relating to:
Deb Duncan Child Care Manager Deb.duncan@socialenterprise.ca	Child Care & Child Minding Programs
Tim McLinden Welcome Centre Newmarket Manager Tim.McLinden1@welcomecentre.ca	Newmarket & Simcoe Welcome Centre Services
Vivian Wang AQIS Program Manager Vivian.wang@welcomecentre.ca	AQIS program
Ying Lu York Supervised Access Coordinator Ying.lu@socialenterprise.ca	York Region Supervised Access

Amal Abdalkreem Peel Supervised Access Coordinator Amal.Abdalkreem@socialenterprise.ca	Peel Supervised Access Program
Ian Ritchie Snr Director of Access Services ian.ritchie@socialenterprise.ca	Newcomer Services, Bridge Enterprise
Carol Taun, Director of Child and Family Services Carol.taun@socialenterprise.ca	Child and Family Services
Patricia Cousins, CEO Patricia.cousins@socialenterprise.ca	Unresolved issues or corporate operations

Complaints can be sent by email or fax (905) 953-1413. A written complaint is intended to ensure that the concerns are clarified.

Please outline any events or actions that are of concern and provide details where possible. Please make sure you have included your name and your contact information.

Anonymous complaints may be submitted, however any investigation will be limited and no response will be provided.

Receipt of the complaints will be acknowledged promptly (usually within two business days of receipt) and will be investigated in a timely manner. SEC will work to respond to all complaints within 15 business days. If for any reason we require a longer period to review the matter you will be advised. All complaints are provided with a written response.

A summary of the Record of Complaint will be kept in a confidential file at the SEC office

If the complainant requires assistance, any staff can explain the Complaints Procedure. Complainants are welcome to use an advocate or interpreter to help them at any time during the Complaints Procedure. We will make sure that our response and process are provided in a way that takes into account your communication needs. For example, upon your request, if you have a hearing impairment we will use TTY or Bell Relay; if you have a visual impairment we will provide large print, electronic or Braille formats.

SEC will undertake a fair and impartial investigation of your complaint. This could entail gathering a range of relevant information and coming to a conclusion about what should be done to address the complaint. No person(s) about whom a complaint is made will ever be responsible for handling the investigation of the complaint.