

CSC Complaint & Appeal Process

CSC encourages you to provide feedback, including compliments, concerns, complaints and/or conflicts by speaking directly with any CSC representative informally before lodging a formal complaint. If your issue is not resolved, please follow this process:

Level 1: If you have a concern about your service or a worker, please call his/her supervisor:				
Meals on Wheels Dining Donna Bulpitt X 252	Transportation Shopping Mike Thompson X 253	Exercise Ashlynn Stryker X 228	Home Help Visiting Leah Mercier X 213	Caregiver Support Crisis Services Rosalind Horne X 225
Response time: 2 business days				



Level 2: If you have a complaint about a Program Supervisor or your complaint has not been handled to your satisfaction at the previous level, please put your concerns in writing to:		
Meals on Wheels, Dining, Transportation, Shopping, Exercise Natalie Hoshing natalieh@cscmow.org	Home Help, Visiting, Caregiver Support, Crisis Services Rosalind Horne rosalindh@cscmow.org	Billing, Business Practices Robyn Shall robyns@cscmow.org
or by mail at the address noted above.		
Response time: 5 business days		



Level 3: If you have a complaint about CSC's policies or practices, or your complaint has not been handled to your satisfaction at the previous level, please put your concerns in writing to: Dale Howatt, Executive Director at daleh@cscmow.org or at the address noted above. Response time: 5 business days



Level 4: If you have a complaint about the Executive Director, or your complaint has not been handled to your satisfaction at the previous level, please put your concerns in writing to: President of the Board, Community Support Connections – Meals on Wheels and More board@cscmow.org or by mail at the address noted above. Response time: 30 business days
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Level 5: If you feel you have been treated unfairly or are not receiving an adequate response to your complaint, you may call the Waterloo Wellington Local Health Integration Network at 1-866-306-5446 or the Ministry of Health Complaints & Appeals Review Board at 416-327-8512.

Privacy Complaints

If you have a complaint about the privacy of your personal information, please contact **CSC's Privacy Officer, Linda Flemming** at x 210 or lindaf@cscmow.org.

