Client Complaint Procedure

For Youthab, Career Edge and Next Step Housing Connection

Youth Habilitation Quinte Inc. (Youthab) is committed to providing quality service to all clients. The agency's Customer Service Charter is posted in all service delivery locations. Any concerns regarding service can be submitted to the Program Supervisor/Manager in writing or by e-mail at any time.

In addition, Client Satisfaction Surveys are distributed to clients throughout the year requesting your feedback on customer service. These surveys are reviewed by the Program Supervisor and the Executive Director.

All complaints regarding service will be responded to within 5 working days. If the Program Supervisor/Manager is unable to resolve the complaint to your satisfaction, you will be advised of Youthab's *Client and Community Complaint Process Policy* to address your concerns.

Complaints should be forwarded in writing to:

Youth Habilitation Quinte Inc.
210A Front Street
Belleville, ON K8N 2Z2

Or by e-mail to:

Clinical Manager, Jennifer Corelli
jenniferc@youthab.ca
c/o Mental Health & Transitional Aged Youth Services

Next Step Housing Coordinator, Jordon Buskard
jordonb@nextstephousing.ca
c/o Next Step Housing Connection

Residential Services Manager, Krista Carley
kristac@youthab.ca
c/o Transition Home & Coop Housing

Employment Services Managers:
Barb Miller barbm@careeredge.on.ca
Lisa Kelly lisak@careeredge.on.ca
c/o Career Edge