

External Complaint Form

Complainant Contact Information:	
Full Name:	
Address:	
Home Phone Number:	
Work Phone Number:	
Email Address:	
Note: To the extent possible your personal contact information will be kept confidential as outline below. Please let us know your preferred method of contact and whether you have any concerns receiving calls or emails from us.	
Basic Complaint Information: Site: Location: Date of incident:	
Time of incident:	
Name of Individual(s) Who the Complaint Relates to (where applicable):	
Description of your complaint: 1. Please describe the complaint in your own words including details of what happened, where and when it occurred and the names of any witnesses. You may attach additional pages if needed.	

3. List and attach copies of any supporting documents that are relevant to your complaint. Privacy: I understand that: 1. The complaint that I have submitted and all the documents I have provided will be shared within the organization and with the individual who is the subject of the complaint on a "need to know" basis to the extent required in order to properly investigate and respond to the complaint and to address similar concerns arising in the future. 2. North York Community House may have to disclose this complaint and related documents with other organizations or other judicial/quasi-judicial contexts, if required. This information will also be shared where disclosure is required by law. 3. General information contained in this complaint may be shared with other stakeholders, e.g. specific funders, on a case by case basis. Personal information will not be disclosed unless absolutely necessary and you will be notified. 4. A copy of this complaint and related documentation will be retained by Human Resources in a central file after the investigation is completed. Signature	2. How would you like this complaint to be resolved?	
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