

## What Do You Do When You Are Not Satisfied?

If you are unhappy about any part of the support you get from us, you need to let us know so we can help fix the problem. Our job is to make sure you are getting what you need.

You can talk to anyone at Community Connections about your concern. You do not need to talk to your support worker or home share provider if you are not comfortable talking to that person.



There are a lot of people who work at Community Connections Support Services and any of the people who work there will listen if you have something to say.

## How Can You Complain?

1. You can ask to speak to one of our employees in person and privately
2. You can call us at 1-888-491-2907
3. You can go to our website at [commconn.ca](http://commconn.ca) and use the “Online Complaint Form”



## What Happens When You Complain?

Our job is to try to help you fix the problem.

You will never get into trouble or make people mad if you complain.

You will never have your support taken away because you complained.

We're here to help make things better. We want to help you get the support you need.

We will make sure that the complaint you have is heard and we will do everything we can to help you!