How to File a Complaint

- For a person receiving services
- For a person acting on behalf of someone receiving services
- For the general public

In Person: **Directly** to a Manager in
Dryden at 280 Arthur Street or
Sioux Lookout at 41 King Street

By Phone: **Dryden and Sioux Lookout (807) 701-5370**
Ask for a Manager

By Letter: **Dryden and Sioux Lookout**
280 Arthur Street,
Dryden, ON P8N 1K8

By email: Manager emails are listed on the website at www.cldsl.ca

- The relevant Manager will address your complaint within 5 days of receiving your complaint.
- If you are unhappy with the response from the Manager, you can contact the relevant Director. The Director or Designate will respond within 10 days.
- If you are unhappy with the response from the Director, you can contact the Chief Executive Officer (CEO) or Chief Operating Officer (COO). The CEO or COO will respond within 15 days.
- If you are unhappy with the response of the CEO or COO, you may contact the Board Chair. The Board Chair will respond within 30 days. Board contacts are listed on the website at www.cldsl.ca

Day-to-Day Concerns/Issues – Staff can easily address a problem, which comes up in day-to-day living for someone being supported. This **is not** a formal complaint.

How to Submit a Compliment

To submit a compliment to Community Living Dryden-Sioux Lookout, you can do this by contacting a Manager as above or on CLD-SL website at www.cldsl.ca.