

Société Alzheimer Society

EXTERNAL COMPLAINT FORM

The Alzheimer Society of Sudbury - Manitoulin, North Bay & Districts is committed to providing safe and quality services and programs in the community served in accordance with legislation and best practice. The Alzheimer Society of Sudbury - Manitoulin, North Bay & Districts has established a process for reviewing complaints in accordance with the *Home Care and Community Services Act, 1994, S.O. 1994, c. 26*, and will investigate complaints in a timely manner. If you have a complaint, please detail your concerns below:

Date: _____

Last Name: _____

First Name: _____

Contact number: _____

Email: _____

Date and time of complaint/dissatisfaction: _____

Location of complaint (please check):

Sudbury office

Manitoulin office

North Bay office

External program site – address of location:

Please describe the complaint below and what happened to cause you to be dissatisfied? An Alzheimer Society of Sudbury - Manitoulin, North Bay & Districts staff will contact you within **5 business days** to discuss your concerns.

(If you need more space, please continue on a separate piece of paper, and attach it to this form)

This form was completed by complainant: Yes No
Assistance provided by (name and contact information):

Please submit this completed form in person, or mail to:

Attention: Executive Director/Designate
The Alzheimer Society of Sudbury - Manitoulin, North Bay & Districts
960B Notre Dame Avenue,
Sudbury, ON P3A 2T4

or

Attention: Executive Director/Designate
The Alzheimer Society of Sudbury - Manitoulin, North Bay & Districts
140 King Street W,
North Bay, ON P1B 5Z7