

**Notes**

**OFFICE LOCATIONS**

**ADMINISTRATION**  
166 James Street,  
St. Catharines, ON L2R 5C5

**BETHLEHEM PLACE**  
Transitional Housing  
58 Welland Avenue  
St. Catharines, ON L2R 2M5

**GENESIS COURT**  
Permanent Housing  
151 James Street  
St. Catharines, ON L2R 5C4

**KENMORE COURT**  
Permanent Housing  
6185 Kalar Road  
Niagara Falls, ON L2H 0E7

**EarlyON Child and Family Centre:**  
BETHLEHEM PLACE- MAIN SITE  
58 Welland Avenue  
St. Catharines, ON L2R 2M5

ST CHRISTOPHER SCHOOL-  
OUTREACH SITE  
St. Catharines, ON

**Procedure for the  
Review of  
Service Complaints**

**MISSION STATEMENT**

*Bethlehem Housing and Support Services,  
in partnership with the community,  
provides affordable housing and services to  
support the personal growth of individuals  
and families.*

**Compassion...Integrity...  
Dedication...Inclusiveness...  
Accountability**

**Your Support Worker's name is:**

Tel:

**Your Support Worker's Supervisor is:**

Carolyn Fish, Program Manager  
Tel.: 905-641-1660, ext. 24

**Your Property Managers are:**

Paul Kwiatkowski,  
Building Maintenance Supervisor  
Tel: GC 905-685-9217, ext 25  
BP 905-641-1660 ext 34

Kathy Fraser, Tenant Housing Services  
Manager  
Tel: 905-685-9217, ext. 1

## Introduction

At Bethlehem Housing and Support Services (BHSS), we are committed to providing top quality services that support, strengthen and enrich the lives of families in Niagara.

We realize that from time to time, there may be differences of opinion and disagreements between BHSS and the people we serve.

BHSS encourages people to express their opinions and disagreements. We also endeavor to do this in a way that establishes a climate of mutual trust and respect.

We urge you to make all attempts to resolve your complaints with the staff member who is serving you. However, we take complaints seriously and want you to know that you have the right to have your complaints reviewed by others in the agency if need be.

Complaints are a serious matter and we will work with you in a professional, respectful, and timely manner in order to resolve them. If you feel the need to make a formal complaint, please use the following procedure.

## How to Make a Formal Complaint

### **Step 1**

Discuss your concern with the **Bethlehem Housing and Support Services staff member** involved. If you are able to work it out, you do not need to go to the next step.

*If you do not reach a solution, you have the option of going to Step 2.*

### **Step 2**

Please complete a Complaint Form and give it to the **Program Manager** for any Program related complaints. Please give the Complaint Form to the **Building Maintenance Supervisor or the Housing Services Manager** for any Property or Tenancy related complaints. The Program Manager or Property Managers will arrange a time to meet with you. If you and the Manager reach a solution, you do not need to go to the next step.

*If you do not reach a solution, you have the option of going to Step 3.*

### **Step 3**

Contact the **Executive Director** to explain your problem. Arrange to meet in person if necessary. Please provide a written statement of your concerns to help clarify the issues.

He/she will conduct an investigation, contacting the Manager and the staff member before meeting with you to discuss the situation. You will receive a decision in writing within three weeks of your meeting. If you are satisfied with the outcome of the investigation, you do not need to go to the next step.

*If a solution has not been found, you have the option of going to Step 4.*

### **Step 4**

Arrange through the Executive Director to have your complaint reviewed by the **President of the Board of Directors**. You will receive a decision in writing within two weeks of the review.

## **Important Information**

- All complaints are treated as initially valid.
- Laws and policies regarding client confidentiality apply to the complaint process. This may limit some of the information that you can be party to.