



Complaints Policy for Members of the Public – Accessible Language

Why this policy exists

At SAAAC, we want to provide high-quality programs and services. If you ever feel unhappy with how you or your loved one has been treated, we want to hear from you. This policy helps you know how to share your concern and what will happen next.

Who this policy is for

This is for anyone in the community – parents, caregivers, volunteers, donors, or others – who has a concern about SAAAC’s services or staff.

What counts as a complaint

A complaint is when you believe:

- We did not do something we promised
- A rule or process was not followed
- A mistake happened
- A staff member or volunteer acted unfairly or improperly

Step 1: Try to resolve it informally

If you feel safe and comfortable, try speaking directly with the staff person involved. Often, small issues can be resolved quickly this way.

Step 2: Send a formal complaint

If the issue is serious or not resolved informally, you can send a **written complaint**:

- By email, mail, or online form
 - **Email:** feedback@saaac.org
 - **Mail:** 705 Progress Avenue Unit 63
Scarborough, ON M1H-2X1
- Include your name, contact info, and details of the problem

What SAAAC will do



1. You'll receive a message within **48 hours** to say we got your complaint.
2. An investigator will be assigned to review your concern.
3. We'll aim to complete the investigation in **30 business days**.
4. You'll be told what was found and what will happen next.

If you are still not happy

You can write an appeal within **30 business days** of our response. Your complaint will then be reviewed by:

- The Executive Director (unless they were involved)
- Or the Chair of the Board

This decision will be final.

Anonymous Complaints

- Anonymous complaints will be reviewed; however, our ability to investigate and resolve the issue may be limited without contact information.
- We strongly encourage individuals to provide their name and contact details to support a more effective and timely resolution.

Accessibility

We want this process to be fair and easy. If you need help at any point due to disability or language, just let us know — we'll do our best to support you.