



How to Make a Complaint or Give a Compliment

Your feedback is important to support a respectful and quality care experience.

BEFORE MAKING A COMPLAINT

Concerns often develop due to miscommunication. Before making a formal complaint, we recommend talking directly with the person(s) involved or asking to speak with the manager of the area so that he/she can address the concern.

MAKING A COMPLAINT

When a direct approach is not possible or the issue cannot be resolved at the manager level, complaints can be submitted to SJCG Administration by letter, telephone or email.

WE WILL ADDRESS COMPLAINTS BY

- Acknowledging your complaint within 5 business days
- Working with you to resolve the complaint
- Providing an update about the status of your complaint when requested
- Providing a response within 10 business days

GIVING A COMPLIMENT

Positive feedback is also appreciated so we can keep doing what works well and recognize outstanding care or services.

If you have had a positive experience with a staff member, volunteer or program, we'd like to hear about it and share your appreciation with those responsible.

The best way to recognize efforts of employees is to tell them directly or by telephone, write or email his/her manager with your feedback.

WE APPRECIATE & VALUE YOUR FEEDBACK

St. Joseph's Care Group (SJCG) is committed to providing the best possible care for clients and their loved ones. Feedback assists SJCG in improving services to both clients and the community.

*Care
Compassion
Commitment*