

***If you have any questions or concerns,***

***Contact:***

***Your Executive Director***

***Admin Office:***

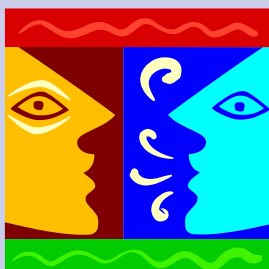
***(613) 756-3817 ext. 201***

***19491 Opeongo Line***

***P.O. Box 1178***

***Barry's Bay, Ontario***

***K0J 1B0***



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**Mission**

Working together to improve the quality of life for people with intellectual disabilities.

**Vision**

We seek a community without barriers where people can achieve personal success and fulfill their dreams. We envision Madawaska Valley Association for Community Living as a Leader in providing service and supports that promote inclusion of all.



**Madawaska Valley Association  
For Community Living**

19491 Opeongo Line  
P.O. Box 1178  
Barry's Bay, ON K0J 1B0

Telephone: 613-756-3817  
Fax: 613-756-0616

[www.mvacl.ca](http://www.mvacl.ca)

**Complaint  
Resolution**



**Madawaska Valley  
Association  
For Community Living  
(613) 756-3817**

Your concerns and feedback provide us with an opportunity to learn and improve!

As a service user, employee or community member, you or someone acting on your behalf have the right to express a concern at anytime.

You have the right to expect help when making a complaint.

We appreciate feedback regarding our service delivery from the general public.

If the complaint is one of abuse, we will follow the MVACL policy on abuse/neglect.



## Four Steps

These steps are designed to help you address your complaint as quickly and efficiently as possible.

- **Start by talking to the person directly involved!** Most problems or concerns are solved at this level.
- **If you need further support, talk to a Manager.** The Managers that supervise the staff who work with you may be able to help you.
- **Talk to the Executive Director.** The Executive Director is responsible for ensuring that complaints relating to staff and programs offered by MVACL have been fully investigated and responded to.
- **Talk to the Board of Directors.** Complaints about MVACL regarding governance, membership or fundraising may be submitted in writing to the Board of Directors at :

19491 Opeongo Line,  
P.O. Box 1178,  
Barry's Bay, Ontario,  
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## Resolving Conflict with MVACL

- When possible attempt to resolve the conflict with the person involved.
- Identify the nature of the complaint
- Individuals who require support, may choose a family member or representative to assist them with the resolution process.
- All program complaints will receive a response within three working days. If a resolution is not achieved the complaint will be deferred to the Executive Director. The Executive Director will make further attempts to resolve the complaint. If necessary an outside mediator will be retained to conduct conflict resolution.
- If the complaint pertains to membership, governance or fundraising, the complaint will be forwarded to the Board of Directors. Details of the complaint will be submitted in writing to the Board and brought forth at the regular monthly meeting. If the complaint is of an urgent nature, a special meeting of the board may be called by the President. The board will address the complaint through a committee of the board or an independent mediator, retained by the Board. The board will respond to the complaint in writing.