
	Peel Cheshire Homes (Brampton) Inc.		OPERATIONAL POLICY # DC17
	Issued: November 18, 2016		Page 3 of 3
	Revised: May 20, 2025	Section: Direct Care	
	Signed: 	Subject: Residential Complaint	

Appeal Process

- If you are not satisfied with the outcome of the complaint, you have five (5) business days in which to appeal the decision to the next level.
- If after all internal reviews are completed, and you are still not satisfied with the outcome, you have within ten (10) business days of receiving the final written report the right to request the Executive Director to designate a qualified impartial third party who will have responsibility for hearing, reviewing, and resolving the complaint. Any costs associated in hiring the third party are to be shared equally between Peel Cheshire Homes Brampton and the Complainant.

Quality Assurance

On an annual basis, the Management Team will review all formal complaints to determine trends, areas needing performance improvement, and actions to be taken, if applicable.

Any employee who knowingly misrepresents or falsifies documentation will be subject to disciplinary action, up to and including termination from employment.

Any employee who fails to follow the guidelines set out in this policy may be subject to disciplinary action up to and including termination of employment.

References

Complaint/Feedback Form