

Aboriginal Legal Services Complaints Policy

1.0 Purpose

Aboriginal Legal Services (ALS) is committed to treating all people with respect and dignity. The Senior Management and the Board recognize the right of clients or any individual or group to register a complaint about ALS.

ALS will respond fairly, efficiently, and effectively, to complaints from members of the public. This policy is designed to clearly establish the requirements and process for responding to public complaints.

2.0 Definition

A Complaint is any concern or criticism received from a member of the public regarding the services or practices of Aboriginal Legal Services' staff, Board, or contractors. Anonymous complaints will not be acted on.

3.0 Principles

- ALS will respond and address all complaints expeditiously
- ALS will deal with members of the public who have a concern with respect and dignity
- ALS will take all complaints seriously respecting everyone's confidentiality to the extent possible
- Individuals against whom a complaint has been made will be given a fair opportunity to respond to the allegations.
- Wherever reasonable, complaints will be addressed informally. Where required and appropriate, a formal procedure may be followed

4.0 Procedure

Anyone who is dissatisfied with any aspect of services at ALS can express this dissatisfaction, either verbally or in writing, to the Senior Manager of the particular program or to the Program Director. Where possible, ALS will attempt to resolve complaints quickly and as soon as they arise.

If the matter remains unresolved, the complaint can be brought to the Executive Director. On receipt of a complaint, the Executive Director will offer to meet with the complainant to try to resolve the problem. If this is not successful, then the Executive Director will inform the complainant that he or she has the option of outlining the complaint in writing to the Board of Directors.

The Board of Directors, or a sub-committee of the Board, may meet with the complainant at the complainant's request. The Board, or a sub-committee of the Board, has a duty to investigate the complaint and to give a decision in writing.

5.0 Ways to Complain

You can submit your complaint to ALS by phone, mail, fax, or email.

Phone: 416-408-4041

Mail: Aboriginal Legal Service Head Office, 211 Yonge Street, Suite 500, Toronto, ON, M5B 1M4

Fax: 416.408.1568

Email: complaints@aboriginallegal.ca

All written complaints will be kept on file at ALS. A copy of the policy will be posted in public view, on the ALS website and will be provided upon request. All complaints that relate to services provided by the Legal Clinic at ALS are guided by a separate [policy](#).