

## ORG-COM-5.2

### Public Information: How to Provide Feedback or Make a Complaint

#### **PORCHLIGHT values feedback and takes complaints seriously.**

Feedback and complaints help us improve the quality, safety, and effectiveness of our services.

#### **How to Provide Feedback or Make a Complaint**

You may share feedback or make a complaint in any of the following ways:

- **Email:** [info@porchlightcnd.org](mailto:info@porchlightcnd.org)
- **Phone:** 519-621-5090 ext 0
- **In Person:** Speak with any staff member
- **Written:** Submit a letter addressed to PORCHLIGHT Management

Support is available if you need assistance submitting feedback or a complaint.

#### **What Happens After a Complaint Is Submitted**

- Your complaint will be **acknowledged within 5 business days**.
- It will be reviewed by a Supervisor or Manager.
- A response will be provided within **20 business days**, unless more time is required.
- You will be informed of the outcome and any actions taken.

#### **Escalation**

If you are not satisfied with the response, you may request that your complaint be reviewed by senior management.

#### **Confidentiality and Safety**

- All complaints are handled **confidentially**.
- You will **not face retaliation** for raising a concern in good faith.