

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
- **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.