

Willowdale Community Legal Services

Complaint Package

This *Complaint Package* contains the forms and information you need if you want to make a Complaint about Willowdale Community Legal Services:

- WCLS *Complaint Procedure*
- WCLS *Complaint Form*
- WCLS *Complaint Consent Form*
- WCLS Pamphlet

Willowdale Community Legal Services

Complaint Procedure

Purpose

Willowdale Community Legal Services strives to serve low-income members of our community within the areas of law that we practice. We commit to service that is equitable, fair and free from discrimination, including but not limited to race, ethnicity, gender, sex, sexual orientation and immigration status. We acknowledge that racism can be unconscious or unintentional, and that identifying racism as an issue does not automatically mean those involved in the act are racist or intended the negative impact.

We want to know if our clients or community feel as though we are not achieving these goals.

The Right to Complain

A person affected by Willowdale Community Legal Services, including clients and former clients, has the right to make a complaint either orally or in writing to the Lawyer/Director or any staff member of Willowdale Community Legal Services (WCLS). Exception: A person who has been refused clinic service for the reason that the person lives outside the boundaries of the clinic catchment area may not make a complaint.

Types of Complaints

Your complaint may relate to:

- how you were treated by a member of clinic staff, a clinic volunteer or a board member (quality of treatment);
- whether you have been treated fairly, equitably and without discrimination by a member of the clinic staff, a clinic volunteer or a board member;
- how your matter is being handled (quality of legal service);
- being refused service;
- the scope of the clinic's authority to utilize public funds for a particular purpose;
- any other matter related to the clinic's services.

Complaint in Writing

If your complaint is to be made in writing, you may use the attached *Complaint Form* or you may use any other format.

Information to be included in Complaint

Please include as much detail as possible about your complaint, including: dates, staff involved, etc. Please attach copies of anything that relates to your complaint.

Handling of a Complaint

Any complaint to WCLS will be documented in writing by the person receiving the complaint. WCLS will make every effort to respond to complaints within 30 days from the date the complaint is received or as soon thereafter as possible.

If a complaint is made to a staff member about anyone other than the Lawyer/Director, the staff member will forward the complaint to the Lawyer/Director.

If you would like your complaint to be anonymous, you can tell the staff member not to forward your identity information to the Lawyer/Director. Please note that this will limit our ability to respond to your complaint, but we will still attempt to address the issue contained therein.

If Your Complaint is about a WCLS Staff Member, Volunteer or Board Member

If your complaint is about a staff member, volunteer or Board member, that person will be advised of your complaint and will be given an opportunity to respond. The Lawyer/Director (or delegate), will then respond to your complaint. You may request a written response.

Type of Responses Available

The types of responses to a complaint depends on the nature of the complaint. Responses may include:

- Change in how a service is provided to you
- Discussion with involved staff members
- Formal reprimand of involved staff members
- Memo to the Board of Directors about the general principles of the complaint in order to be aware of and address policy issues
- Explanation of the actions of the staff member / clinic

If You Are Not Satisfied With the Lawyer/Director's Response, or, If Your Complaint is about the Lawyer/Director

If you are not satisfied with the Lawyer/Director's response to your complaint, you may request that your complaint be given to the WCLS Board of Directors. If your complaint is about the Lawyer/Director, your complaint will be given to the WCLS Board of Directors.

In order for your complaint to be considered by the Board of Directors, you must sign the attached *Complaint Consent Form*. If you do not sign the *Complaint Consent Form*, then your complaint can only be responded to by the Lawyer/Director and staff of WCLS.

The Board of Directors will then consider your complaint at its next meeting. The Board may decide to request a meeting with you if the Board decides that a meeting is necessary. Within 30 days of the Board meeting, the Board of Directors will provide its response in writing to you, to the Lawyer/Director, and to the staff member concerned (if your complaint concerns a staff member). The Board's response will include any documents considered as part of your complaint.

If You Are Not Satisfied with the Board of Directors Response to Your Complaint

If you are not satisfied with the response of the Board of Directors, you may request that WCLS send your complaint to the Complaints Office of Legal Aid Ontario.

(WCLS August 2020)

Willowdale Community Legal Services

Complaint Form

Name of Person Making Complaint: _____

Address: _____

_____ Postal Code: _____

May we contact you by mail at the above address? ☐ No ☐ Yes

Telephone: _____

Home: (_____) _____

May we call you at your home number? ☐ No ☐ Yes

May we leave a message at your home number? ☐ No ☐ Yes

Do you require an interpreter ☐ No ☐ Yes

If you do require an interpreter, what language do you speak? _____

- All of the information above is optional. If you choose not to provide the information it may limit our ability to respond to your complaint.

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper appears to be a standard notebook page or a sheet of stationery. There is no handwriting or other markings on the page.

Willowdale Community Legal Services

Complaint Consent Form

I, _____, understand that Willowdale Community Legal Services (WCLS) has a duty of confidentiality to me.

I am making a complaint about Willowdale Community Legal Services. I understand that Willowdale Community Legal Services staff needs my consent to give my name and information about my complaint to:

- the Board of Directors of Willowdale Community Legal Services, and,
- Legal Aid Ontario.

I understand that my complaint and my confidential information will be given to the WCLS Board of Directors to be considered at a Board meeting. My complaint and confidential information may also be given to Legal Aid Ontario.

I understand that my complaint and related information may be used by WCLS to pursue or defend any action that WCLS believes is appropriate to follow up fully on my complaint.

I understand that I do not have to sign this *Complaint Consent Form*. If I do not sign this *Complaint Consent Form*, then my complaint can only be responded to by the Lawyer/Director and staff of WCLS.

I have read this *Complaint Consent Form* and I understand it.

Date

Witness

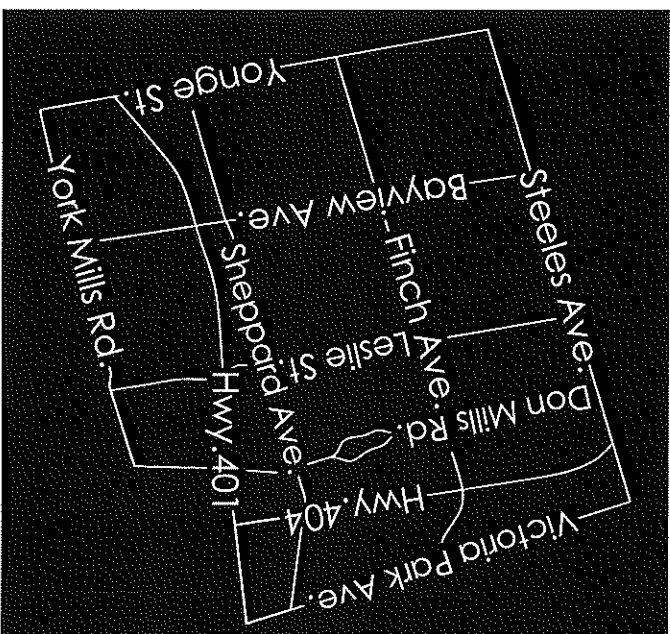
Signature of:

(Name)

(WCLS August 2020)

Who we serve

We help people who live in this area:



نؤمن خدمات قانونية مجانية على صعيد مشاكل الهجرة، التوظيف، الإسكان، المساعدات الحكومية الاجتماعية، الاستهلاكية، المسائل المتعلقة بالديون. كما أننا نساعد ضحايا العنف الأسري.

إذا كنت غير قادر على تكلم اللغة الانكليزية، نرجو منك إعلامنا بذلك مسبقاً لكي نؤمن مترجماً.

خدماتنا سهلة المثال للجميع دون تمييز. يمكنك إعلامنا مسبقاً إن كنت من ذوي الاحتياجات الخاصة.

我们提供移民、就业、住房、政府资助、消费者及债务法等领域的免费法律服务。我们也为家庭暴力受害人提供帮助。如果您不会讲英语，请告诉我们，我们会为您找翻译。我们为您提供无障碍且毫无歧视的服务。所以，如果您需要我们做出通融安排，请告诉我们。

ما خدمات حقوقی رایگان را در زمینه های مهاجرت، اشتغال، مسکن، کمک دولتی، قوانین مصرف کننده و قوانین بدهی ارائه می دهیم. ما همچنین به بازماندگان خشونت خانوادگی کمک می کنیم. اگر به زبان انگلیسی صحبت نمی کنید، به ما اطلاع دهید تا مترجم شفاهی در اختیارشان بگذاریم. ما خدمات قابل دسترسی و بدون تبعیض ارائه می دهیم، بنا بر این اگر برای دریافت خدمات به امکانات خاصی نیاز دارید به ما اطلاع دهید.



Our office is located on the ground floor and is wheelchair accessible.

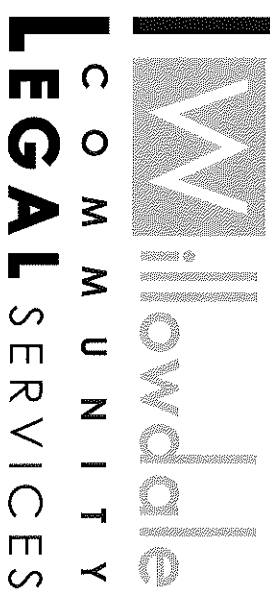
Hours

Monday to Friday

8:30 a.m. to 12:00 p.m.

1:00 p.m. to 4:30 p.m.

After hours and off-site appointments are available.



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Fax: (416) 492-6281

www.willowdalelegal.com

email: intake@wcls.clcj.ca



: Willowdale Community

Legal Services

Free legal services

Financial eligibility

We serve people with low incomes. We follow financial eligibility guidelines. If you want us to advise or represent you, we may ask you for information about your financial and family situation.

Community education

Helping people in our community to understand the law is an important part of our work. You can call us if you would like a speaker for your group.

- We provide legal services that are accessible and non-discriminatory.
- Let us know if you need any kind of accommodation or language interpretation to make your visit easier.
- We will also do our best to accommodate the safety needs of survivors of domestic violence.

We may help with the following areas of law :

- Housing and Tenants' Rights
- Social Assistance (OW & ODSP)
- Immigration
- Employment
- Employment Insurance
- Canada Pension Plan
- Old Age Security
- Child Tax Benefits
- Undisputed Debt
- Notarization and Affidavits

Who we are

Willowdale Community Legal Services (WCLS) is a community legal clinic funded by Legal Aid Ontario to provide free legal assistance to low-income residents in our community.

Our staff includes lawyers, community legal workers and support staff.

The clinic is governed by a volunteer Board of Directors, which is elected each year by our community members. People who have an interest in our community can apply to become members of WCLS. If you are interested in becoming a member, please call our office for more information.