



Japanese Social Services

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Service User Complaint Policy and Procedure

The client has a right to complain about the services s/he has received at Japanese Social Services. The complaint can also be about a staff member, a volunteer, or a student, any which this policy generally refers to as “staff.” A complaint may be made in person, by telephone and/or in writing.

Service users cannot be penalized for voicing a concern or complaint. Resolution of the complaint should be timely so as not to delay appropriate action for the complainant or cause undue stress to any of the parties involved.

