



## **COTAPSA COMPLAINT HANDLING PROCESS/Guidelines**

COTAPSA has a procedure for receiving and handling complaints when a member is dissatisfied with service, actions or lack of action by the staff or Board for the following areas including:

- Executive Management
- Human Resources Services
- Budget
- Communications

Complaints may be made verbally (by telephone) or in writing (by mail or electronic. Any correspondence and/or complaint that contains profanity, rude or inappropriate language will not receive a response.

Attached is Complain Form. Complainant may record and submit a complaint using it. If complaint made by phone staff to use to document

Every effort will be made to resolve complaints as quickly as possible.

- COTAPSA applies standards for responding to complaints. Depending how the complainant requests to be contacted, the following standards for acknowledging complaint receipt at Second Stage apply:
  - Complaints are acknowledged by telephone within one working day of being received by the relevant employee.
  - Complaints are acknowledged by email within one working day of being received by the relevant employee.
- Where deeper review is required, complainants are contacted within 15 days with either a final response or update. At that time the complainant is advised of when the next contact will be – either for a proposed resolution or for the next progress update.
- Complainants are automatically contacted when their complaint is escalated to the Executive Director, President, Executive Committee or the Board.
- The Executive Director (or designate) may exercise discretion and contact the complainant more frequently or sooner than the above standards.

From time to time, there be circumstances where COTAPSA may not be in a position to guarantee these standards can be satisfied (e.g. during labour disruption.)

A complaint may be sent to

### **Via Mail**

Executive Director, COTAPSA  
77 Elizabeth St., 3rd floor  
Toronto, ON M5G 1P4  
Attention: Complaint

### **Electronic**

Email: [cotapsa@toronto.ca](mailto:cotapsa@toronto.ca)  
Subject: Complaint

### **Telephone**

Office: 416-392-7543