

Employment Ontario – Compliments and Complaints Process

Your feedback is important to us. It tells us what we are doing well and where we can improve.



COMPLAINTS

1 LODGING A COMPLAINT

If you're not happy with the service you're receiving or think you aren't getting the help you need; you can make a formal complaint.



We encourage you to first speak to your Employment Consultant or Site Manager. We promise to do our best to resolve any concerns you may have.



You can also provide feedback by filling out a compliment and complaint feedback card located at your Service Provider's site.

If you aren't comfortable speaking to your Service Provider, you can raise your concerns by contacting WCG Services directly:

- Calling [1-888-353-8140](tel:1-888-353-8140)
- E-mailing EOQualityandSupport@wcgservices.com
- Visiting www.eoworks.ca and clicking on 'Contact Us'

2 INVESTIGATION

Someone from our dedicated team will contact you to ask questions to help them understand what the complaint is about and why it is a concern. They will ask what the best outcome is to resolve the complaint.

3 RESPONSE

We will always try to resolve your complaint as quickly as possible and to your satisfaction. Your Service Provider has 13 business days to investigate, to let you know what they found, and what the next steps are.

4 TAKING IT FURTHER

If you are unhappy with the outcome or could not resolve the issue, it will be forwarded to a member on the senior leadership team. They have another five business days to investigate your complaint, to let you know what they found, and what the next steps are.

5 CLOSING THE COMPLAINT

Once you are satisfied and have agreed on the outcome, the complaint will be closed. Your complaint will be used as a learning opportunity to improve the quality of service.

COMPLIMENTS

If you want to share your success or single out a certain Service Provider or staff for going above and beyond you can submit a compliment. You can use the contact methods listed above to also submit a compliment. We always want to hear what we are doing well because this feedback helps us in our planning.