



Complaints Feedback

Community Living Greater Sudbury welcomes input from people supported and their family members/designates and the general public. This input includes sharing thoughts, ideas for improvement, and voicing concerns and is part of CLGS' commitment to organizational learning and ongoing quality improvement.

A complete copy of the Complaints and Feedback Policy is available upon request.

All people who access support from the organization, family members or community members may make a complaint or provide feedback directly to an employee or by calling the hotline (more information about the hotline can be found below), or in writing to:

Community Living Greater Sudbury
Attention: Quality Assurance Business Partner
450 Notre Dame Avenue, Unit 103
Sudbury ON P3C 5K8

or by e-mail at qualityassurance@clgs.ca

QUALITY ASSURANCE HOTLINE 705 671 7181 x18

We care about your quality of life and the quality of our services. That's why we've created the Quality Assurance Hotline. When you call, please provide as many details as possible about your suggestions, comments or complaints and we will look into the matter. Leaving your name and phone number will allow us to tell you how we've addressed your suggestion or concern but doing so is optional.

PLEASE NOTE: this hotline is confidential and your comments or suggestions will remain anonymous.