



CJI Participant Complaints Process

Program participants may disagree with or feel dissatisfied with the service provided by Community Justice Initiatives (CJI). CJI welcomes your feedback on our programs and we have a complaint procedure to ensure concerns are promptly and appropriately addressed.

Complaint Resolution Process for Program Participants

1. Contact Service Coordinator – (Each program area has a different Service Coordinator. Service Coordinator contact information is available on the website: www.cjiwr.com or by phone at 519-744-6549).

Contact the Service Coordinator to identify and address the concerns. The Service Coordinator will make every effort to hear the concerns and work together with you to address them. If you do not wish to discuss concerns with the Service Coordinator or if you feel that the Service Coordinator is not adequately responding your concerns, you may contact the Director of Programs.

2. Contact Director of Programs (contact information available on website: www.cjiwr.com or by phone at 519-744-6549)

Within five working days of receiving the complaint, the Director of Programs will contact you. The Director of Programs will make every effort to hear the concerns and work together with you to address them. If appropriate, the Director of Programs may have a joint meeting with you and the Service Coordinator to build understanding between you regarding the concerns. If you are not satisfied with the process, you may request further review of your concern by the Executive Director.

3. Contact Executive Director (contact information available on website: www.cjiwr.com or by phone at 519-744-6549)

When contacting the Executive Director, please communicate your concerns in writing. Within five working days of receiving the written complaint, the Executive Director will contact you. The Executive Director will make every effort to understand your complaints and work together with you to address them. If you are not satisfied with the process and/or outcome, you may then request further resolution from the appropriate funding Ministry or organization. The Executive Director will inform you of the appropriate contact person, if you wish.