

Community Living Belleville and Area Guiding Principles, Rights Protection and Promotion

“Rights” are the rules that help make people equal. You are entitled to the same rights under the law as everyone else because you are a person and a citizen.

Some rights are yours when you are born. These are often called “human rights” because every human has them. Some rights are yours when you become old enough. Some rights are yours because you live in Canada. There are laws to help make sure no one takes away your rights. Rights which are backed by laws are known as “legal rights”.

People First



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**WOULD YOU LIKE TO
MAKE A COMMENT, A
SUGGESTION OR A
COMPLAINT?**

**DO YOU HAVE AN
UNANSWERED
QUESTION?**



**Community Living Belleville and
Area will ensure that all persons
receiving support are aware of
their right to express complaints
about services and will be
provided the necessary
supports to do so.**

COMMUNITY LIVING
Belleville and Area 
Inspiring Possibilities

COMPLAINT PROCESS

The following process is designed to help you address your complaint as quickly and efficiently as possible. It is okay to speak up if you want to make a complaint about the services you receive from Community Living Belleville and Area. You are entitled to receive the support you need to make a complaint.

What can you do if you want to make a complaint?

1. Talk to the support staff person directly involved.
2. Talk to another support staff.
3. Talk to your Community Services Manager or Manager on Call.
4. Request a Personal Outcomes interview.
5. Fill out a complaint form and drop it in the box located in the back at 91 Millennium Parkway.
6. Your family member may make the complaint on your behalf.
7. You can expect a response to your complaint within three working days.

WHAT IS THE COMPLAINT BOX AND HOW DO I

The complaint box is located at the rear entrance to Millennium Parkway.

The box will be locked and kept confidential. Forms will be available for you to fill in your name and phone number and someone will get back to you within 3 working days of the date signed on the form.



CHARTER OF RIGHTS

The Right to be alive

The Right to Freedom

The Right to control what happens to your body

The Right of choice

The Right to have things explained to you

The Right to be heard

The Right to see a lawyer or other advisors

The Right to have enough money to buy food and clothes and have a place to live

The Right to proper medical care

The Right to be educated

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