



Complaint Procedure

For clients, volunteers and the general public

Additional Resources:

Ontario Human Rights Commission:

180 Dundas Street W Toronto, ON M7A 2R9
416-426-9511 / 1-800-387-9080
www.onrc.on.ca

Employment Standards Act

<https://www.ontario.ca/document/your-guide-employment-standards-act>
Multilanguage available

Our Mission:

“Immigrants achieve social and economic success as essential partners in Hamilton’s prosperity”

In our continuous efforts to provide respectful, effective services, we want to hear and resolve any concerns you may have as quickly as possible. We want to retain your confidence.

You have the right to have that complaint recognized and investigated in an unbiased manner while preserving the dignity, privacy, confidentiality and self-respect of all individuals involved in the complaint during its investigation.

With that in mind we have established these guidelines that detail the procedures to be followed if you have a complaint.

Complaints of sexual, gender, racial, or ethnic harassment or harassment on the basis of disability should be brought to the attention of the Executive Director immediately.

If you have a complaint:

1. As soon as a problem or concern arises, talk directly with the person involved. This is often all that is needed to resolve your complaint.
2. The Executive Director is responsible for all of the programs administered in our agency. Therefore, if the complaint has not been resolved to your satisfaction you may submit your complaint in writing to the Executive Director. The Executive Director will review the details of the problem and propose solutions, and may, at her discretion, meet with you. The Executive Director will then respond in writing in ten working days.
3. The Board of Directors, headed by the Chair is the overseeing body of the organization responsible to the community at large. If you find the response of the Executive Director to be unsatisfactory, a written complaint may be sent to the Board of Directors c/o the Chair, and a copy to the Executive Director.

The Chair or designate may invite you to present your complaint in person. Within ten working days of having received your complaint in writing, or having met with you, you will receive a letter from the Chair or a designate with the Board’s decision. The Board’s decision is final.

Complaints against the Executive Director will follow the same protocol.

A complaint sent directly to the Chair or Board will be redirected to the Executive Director who will report to the Board on its resolution.

Executive Director

Contact Information:

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Board of Directors Contact Information:

c/o IWC

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