

## Autism Ontario – French Language Services (FLS) Complaints Policy and Procedure

### Introduction

The French Language Services Act ([FLSA](#)) was enacted in 1986 to ensure equal access to French-language government services in [designated areas of the province](#). In its preamble, the FLSA recognizes that the French language is an official language in Canada. Approximately 85% of Francophones live in designated areas. Every government ministry and agency contracted to deliver services on behalf of the government must provide French language services to clients who reside in designated areas, even if the government or agency offices are located outside the designated area. Rights to services is based on the client's home address. French language services must be of comparable quality as those provided in English. When government services are contracted out, the government remains accountable for ensuring the service is provided.

### Intent

Autism Ontario is committed to facilitating access to quality French Language Services (FLS) to members of the Francophone autism community across the province, *whether the public resides in a designated area or not*. All staff are made aware of the requirement to provide this service. Services are in place, regionally or through the provincial office, to ensure access for all Francophones.

Complaints procedures allow the public to express their concerns or dissatisfaction related to FLS. This policy outlines clear and consistent procedures for addressing and resolving complaints related to FLS. It is posted on Autism Ontario's website and on Autism Ontario's internal shared server.

### Definition of a Complaint

A complaint refers to:

- A denial of service required to be provided under the French Language Services Act (FLSA). A denial of service can be a lack of service, inadequate service, or delay in receiving the service, either by telephone, by written communication or in person.

### How to File a Complaint

If a person is dissatisfied with French-language services and wishes to file a complaint, a staff member or volunteer will provide the person with:

- information on how to file a complaint (below);
- a printed copy of the complaint form or the link to access it online, as per the person's preference.

All complaints received by staff or volunteers are forwarded to the Supervisor of French Language Autism Services (FLS).

A complaint related to FLS can be made:

- By telephone: 1-800-472-7789, ext. 240
- By email: [français@autismontario.com](mailto:français@autismontario.com)
- In writing: 1179 King St. West, suite 004. Toronto, ON. M6K 3C5

Verbal complaints are considered legitimate complaints; however, the public is encouraged to submit complaints in writing.

Complaints are handled confidentially.

Note: All written complaints received in the French Language must be replied to in French.

### **Routing of Complaints Related to FLS**

- The person who received the complaint transfers the complaint, in writing, to the Supervisor FLS. 2 days
- The Supervisor FLS acknowledges the complaint, in writing, and arranges a time to discuss with the complaint. 2 days
- The Supervisor FLS communicates with the complainant to gather information. 5 to 10 days based on complainant's availability.
- The Supervisor FLS investigates further and makes recommendations for resolving the complaint.
- The Supervisor FLS reports findings and recommendations to the management team. Within 20 days of the date the complaint was made
- The Supervisor FLS replies to the complainant. Within 30 days of the date the complaint was made
- The Supervisor FLS completes and files Complaints Tracking Sheet. 2 days

Note: *Only the person investigating the complaint* communicates with the complainant.

### **Dissatisfied Complainants**

Should the complainant be dissatisfied with the outcome of the complaint, he or she may:

- Request follow up with the senior management team at Autism Ontario ([marg@autismontario.com](mailto:marg@autismontario.com))
- File a complaint with the *Office of the French Language Services Commissioner* ([complaint form](#)).

## Complaints Tracking Sheet

A tracking form used for the purpose of tracking FLS complaints. This form speaks to accountability, allows analysis of complaints (patterns, recurring issues) which can be used to guide future decisions regarding FLS and help ensure consistent and effective reporting.

This form documents:

- The origin of the complaint
- The individuals involved
- Details of the findings
- The steps taken to resolve the complaint
- The timeline for the resolution of the complaint

This form must be completed for every FLS complaint received. Once completed, this form is filed on Autism Ontario's internal shared server, FLS tab.

## French Language Services Complaint Form

All of the information provided will remain confidential.

This form is to be forwarded to the Supervisor of French Language Autism Services. Required fields are marked with an asterisk (\*).

First Name\*

Last Name\*

Email Address\*

Phone number\*

**Complaint**

Briefly describe your complaint.

**Suggestion for a resolution**

Please share with us any suggestions that you feel may be useful in resolving this complaint:

Note: If you have used our online form to send us a complaint but haven't received a personalized acknowledgement by email within four days of the date the complaint was sent, please contact us at 1-800-472-7789, ext. 240.

Approved: 2017

Updated: November 2019