



[TO BE PLACED ON LETTERHEAD]

[Date]

Private & Confidential

Sent via [email, mail, in-person, etc.]

[Person's name]

[Person's address]

Dear [Name]:

Re: Complaint filed on [Date]

We have received your complaint involving allegations that [describe complaint]. We are taking your concerns seriously and will be investigating them. We have appointed [name and title of investigator] to investigate your complaint. A copy of our Complaint Handling Procedures Brochure is attached, for your information.

The first step is for [name of investigator] to meet with you to talk about the details of your complaint. A meeting with you has been scheduled to take place on [date] at [time] at [location], or at another time we arrange. When you meet with [name of investigator], you will be asked whether you think there is anyone else we should speak to who might have information about your complaint. At any time during your interview and the investigation, including filling out any forms, we can arrange for a person you trust and/or a cultural/diversity representative to assist you and provide support.

The second step is for [name of investigator] to have a meeting with the other people involved. We will do our best to keep your information confidential but there may be times when we have to tell others about the information we have talked about to make sure that you are safe, other residents are safe, or to get more information that helps us understand your complaint. We ask that you do not talk to other people (aside from your support person) about our conversations.

Anyone who we talk to about your complaint cannot get you into trouble or mistreat you for having talked with us. If this does happen, please tell us right away so that we can deal with it. You could also call the Provincial Advocate for Children and Youth at any time at 1-800-263-2841 so they can help you.

We want to work out the complaint as quickly as possible. Once we have all of the information, we will tell you what the outcome is and what (if anything) needs to be changed now and in the future. We want to know how you think your concerns can be fixed.

If you have any questions about what we will be doing, please let us know by contacting [insert contact information].<sup>1</sup>

Thank you.

[Insert name]

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<sup>1</sup> Rubin and Thomlinson, *Human Resources Guide to Workplace Investigations* (Canada Law Book: Aurora, 2006) at 197-199.