



Client Complaint Form

1. Information for complainants

TNO-The Neighbourhood Organization is committed to provide services that reflect the highest possible standards in quality and ethics to its clients and community participants. As part of this commitment TNO has developed its Client Bill of Rights and has created this complaint procedure and form to report any violation of those rights.

2. Personal Information

| | | | |
|-----------|--|------------|--|
| Full Name | | | |
| Address | | | |
| Telephone | | Cell phone | |

3. Complaint details

Please outline what has occurred that requires you to lodge this complain:
(Please attach any/all relevant information)

4. What would be your preferred outcome?

(Must be completed)

Client's

Signature:

Date:

Please email, mail or hand deliver to TNO Executive Director:

Ahmed Hussein

18 Thorncliffe Park Drive | Toronto, ON., M4H 1N7 | Email: ahussein@tno-toronto.org

OFFICE USE ONLY

Initial Contact:
(Staff Name)

Date Received:

Referred to:

Has the complaint been resolved?

YES

NO

Has the result been communicated to complainant?

YES

NO

Date Communicated: