

Complaints Procedure Policy

2020-03-11

CESBA aims to provide high quality training, government relations and resources to support professional staff working in adult and continuing education programs in Ontario school boards. We believe that it is in the interest of all parties to have complaints resolved fairly and as quickly as possible. If you have a complaint about CESBA's work, we would be pleased to address it using the process below:

- Anyone may register an expression of dissatisfaction or a complaint about CESBA services or the behaviour of a member of CESBA's staff.
- You may do this verbally in person, by telephone or in writing via email or letter. Please outline your concern and the events that led to the complaint.
- Please direct your complaints to the attention of the executive director by email to info@cesba.com or in writing to 422-192 Spadina Avenue, Toronto, Ontario M5T 2C2.
- The executive director will reply in writing (either by mail or email) to any written complaint, as soon as practicable, but no more than four weeks after receipt of the complaint.
- If you are not satisfied with the response of the executive director, you may ask that your complaint be considered by the CESBA chair of the board of directors. The board chair will review the complaint with the executive director. They will work together to resolve the issue(s) expressed in the complaint.
- The board chair will give you a written response to your complaint within six weeks of receiving it.
- If you require support in pursuing your complaint, CESBA will give you the assistance you need.