



COMPLAINT'S POLICY

Strength in Me's Commitment

The primary aim of the Strength in Me program is to foster a healthy lifestyle encompassing physical and mental well-being for youth within a safe, inclusive community without barriers. We value input from participants, legal guardians, community members, and partners to improve our services. Our objective is to handle complaints promptly, equitably, and with respect. If there are concerns regarding discrimination or harassment, please refer to our [Anti-Discrimination and Harassment Prevention Policy](#).

All complaints will be treated confidentially.

Any complaints related to unethical or illegal conduct will be forwarded to external authorities for further investigation.

Definition of a Complaint

A complaint is a formal expression of dissatisfaction, discontent, or grievance about a product, service, or situation that is communicated to a company, organization, or entity with the expectation of finding a resolution or remedy.

To File a Complaint:

Kindly contact our management team via email at escalations@strengthenme.ca providing the following:

- A clear definition of the problem or concern.
- A clear explanation to the nature of the complaint, including any/all relevant information or evidence that supports the claim.

Please allow 5-7 business days to investigate and address your complaint.

- If you are not satisfied with the initial response or resolution, you may request an escalation to our Board of Directors by mail at:

Strength in Me, Board of Directors
64 Prince Andrew Place, Unit 2
Toronto ON M3C2H4

Please maintain a record of all communication and documentation related to your complaint for future reference.