

Standards Program Complaints Form

Organizations that have been accredited under Imagine Canada's Standards Program agree to abide by the standards in the *Imagine Canada Standards Program Handbook*. If you believe an organization that has been accredited has violated the Standards you may submit a written complaint to Imagine Canada. Please note that, Imagine Canada will only review complaints about matters that took place after the Participating Organization joined the Standards Program and complaints must be filed within one-year of the alleged misconduct.

Before submitting this form, please answer the following questions:

1. Is the organization [accredited](#) by Imagine Canada's Standards Program?

Yes No

2. Is your complaint related to the [Standards](#)?

Yes No

3. Have you submitted your complaint to the organization?

Yes No

If you answered yes to all three questions, please complete the following pages. The completed form should be submitted to Imagine Canada by email (standards@imaginecanada.ca), fax (416-597-2294), or mail (Attn: Standards Program, 2 Carlton Street, Suite 600, Toronto, ON, M5B 1J3).

If you have not yet submitted your complaint to the organization, please do so first. All organizations in the Program are given an opportunity to respond to the complaint directly. Should you not receive a satisfactory response in a timely manner, you may submit the complaint to Imagine Canada.

For assistance with this process, please contact Standards Program staff by phone at 416-597-2293 ext. 228, 1-800-263-1178 ext. 228 or by email at standards@imaginecanada.ca.

Complaints Form

Please provide as much detail as possible to assist us in responding to your complaint.

Contact details

Name

Street address

City

Province

Postal Code

Telephone

Cell Phone

Email

Are you registering your complaint as:

An individual?

An organization? Organization name

Details of the Complaint

Name of the organization:

When did the incident occur:

Please tell us about your complaint including information on the response of the charity in question. Attach extra pages if necessary.

The information provided in this form will be kept confidential to the greatest degree possible. However, in order to most effectively review your complaint, your name may be passed along to the charity in question. Complaints can be shared with the charity anonymously however this may limit our ability to investigate the complaint.

I give Imagine Canada permission to share my name with the charity in question.

I would like my complaint to be treated anonymously.

Signature

Date

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