

# **Resolving Your Problem, Concern or Complaint**

At Sons of Scotland we strive to place you, the customer, at the centre of everything we do. It is who we are and how we choose to operate. When we get things wrong or fail to meet your expectations we welcome the opportunity to make things right. Addressing your concern about Sons of Scotland or the service you have received is a priority for us. To help us address your concern quickly and effectively please use the three simple steps below:

## **1. Tell us about your concern**

The best way to resolve any concern is to raise it as soon as it comes up and with the person you're talking to when you notice it there is a problem. In that way you'll be dealing with someone who understands the details and can offer appropriate and timely solutions.

However, even if you don't notice a problem right away, you can always get in touch with us at any time to discuss your concern. You can contact us by phone, mail, or e-mail. At any time, you may ask to have a manager take part in the discussion. Use the contact information below to direct your correspondence.

## **2. Elevate Your Concern**

If you are not satisfied with the solution offered in Step 1, then you have two other options for elevating your concern:

1. Ask a manager to elevate your concern to a senior manager on your behalf, or
2. Elevate your concern yourself by contacting us by phone, mail or e-mail.

If you ask a manager to elevate your concern for you, someone will contact you to discuss the issue. If you choose to elevate the issue yourself, please use the information below to contact us.

## **3. Contact the Executive Director**

If you have gone through the first two steps, received written documentation from Sons of Scotland and still need help finding a solution to your concern, you have the option to refer it to our Executive Director.

He will work with both you and the Sons of Scotland staff to understand what you expected of Sons of Scotland, what service we agreed to deliver and why your expectations were not met. The goal of the Executive Director is to apply principles of fairness to find a solution.

To help the Executive Director deal with your issue, please include your full name, address, telephone number(s) and the details of your concern in your letter, email or fax.

### **Sons of Scotland Benevolent Association**

**#801 – 505 Consumers Rd**

**Toronto, ON**

**M2J 4V8**

**P: 416-482-1250**

**TF: 1-800-387-3382**

**Fax: 416-482-9576**

**[info@sonsofscotland.com](mailto:info@sonsofscotland.com)**

For your protection do not send confidential information via e-mail, as e-mail correspondence is not secure. If your request is urgent or requires disclosure of confidential information for resolution, please call the appropriate number.