

Nanaimo Child Development Centre

COMPLAINT PROCEDURES

We at the Nanaimo Child Development Centre are committed to providing you with the best possible service. We recognize, however, that concerns regarding service delivery may still arise. At the Nanaimo Child Development Centre your opinion concerning service delivery is important to us and your feedback is appreciated.

This form provides you with an opportunity to tell us how we could serve you better. It can be used if you have a concern about a service provider, policy or practice of the Nanaimo Child Development Centre.

What to do when you have a concern about the service you receive?

- If you feel comfortable, you can talk it out with your worker and/or their supervisor and tell them your concerns and feelings.
- If that does not work – or if you would rather – you can make a formal complaint by completing this form.

Before getting started you might like to know:

1. We do require that you provide us with your name and phone number. We ask this information so that you may receive a response.
2. If the complaint is about a staff/volunteer the information you write down will be shared with the staff/volunteer. We share information so that the supervisor can talk directly with the staff member or volunteer to resolve the situation.
3. Within 14 days of receiving the complaint the supervisor will contact you about the complaint.
4. The supervisor will inform the executive director, or designate of your complaint. You may request a personal interview to discuss your concern (see reverse side).
5. If you need help to fill out the complaint form, please let your worker know, or if the complaint is about your worker then please contact your worker's supervisor.
6. If the complaint is not resolved to your satisfaction you may write to the Board of Directors for resolution.

Please note that you can make a complaint or appeal a decision without influencing the quality of service you are provided.

