

You have the right to complain if you are not happy with the service you are receiving or the way you are being treated. If you choose, you can ask someone to help you make a complaint. The person may be a friend or a family member, or this agency can help you find someone to support you.

Complaints Procedure:

You may initiate a complaint, verbally or in writing, to your worker or your worker's supervisor. Complaint Forms for written complaints are available at the reception desk in the main office. If you make a verbal complaint, your worker or the supervisor will write it down on the complaint form.

Step 1:

- Your worker will try to resolve the complaint to your satisfaction.
- If the complaint is resolved, the worker will provide you with a written response within five working days. A copy of this will be put in your file.

Step 2:

- If you don't want to speak with the worker, or if you are not satisfied with the worker's response, the worker's supervisor will meet with you and try to resolve the complaint to your satisfaction. The supervisor may also speak with the worker or others who were involved, if that is necessary. The supervisor will give you a written response within five working days. The supervisor will make sure the Program Director is aware of your complaint.

Step 3:

- If you don't want to speak with the supervisor, or if you are not satisfied with the supervisor's response, you can ask to speak with the Program Director or the Executive Director. Either of these people can be reached at 604-467-6911. The Program Director or the Executive Director may also speak with the worker or Supervisor, or others who were involved, if that is necessary. The Program Director or Executive Director will give you a written response within five working days.

All complaints are reviewed once every three months by our Risks and Remedies Team, and a report is made to the Board of Directors.