



# Northwest Child Development Centre

*Working together with families, collaborating with communities, strengthening the region*

## **Complaint Procedures**

We at the Northwest Child Development Centre are committed to providing you with the best possible service. We recognize, however that concerns regarding service delivery may still arise. We appreciate your opinion and your feedback is appreciated. This form tells us how we could do our services better.

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

- If you feel comfortable, you can talk it out with your NWCDC Worker and/or their Program Coordinator and tell them your concerns and feelings.
- If that does not work- or if you would rather- you can make a formal complaint.

### Formal Complaint

Before getting started you might like to know:

1. We do require that you provide your name and phone number. We ask this so we can give you a response.
2. If the complaint is about a NWCDC staff /volunteer/contractor the information you write down will be shared with the staff/volunteer/contractor. We share information so NWCDC management can talk directly to the staff member/volunteer/contractor to resolve the situation.
3. 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 Program Coordinator. You may request a personal interview to discuss your concern.
4. The NWCDC Staff Member &/or Program Coordinator will inform the Executive Director.
5. The person, as assigned by the Executive Director, investigating the complaint will directly contact you within 3 working days to acknowledge the receipt of the complaint. The person will also inform the family that they will receive a written response about the results of the investigation within 7 working days from this contact date.
6. If the complaint is not resolved to your satisfaction you may write to the Board of Directors.

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

**Complaint Form**

Date

Name

Phone

**Who is involved:**

**How might this be resolved?**

**Would you like a conversation with:**

Program Coordinator	Yes	No	_____
Executive Director	Yes	No	

**Thank you for taking the time to complete this form. Your input is valuable to us.**

**Form completed by: \_\_\_\_\_**

This form can be emailed to [director@nwcdc.ca](mailto:director@nwcdc.ca) (Executive Director) or mailed to the Executive Director, Northwest Child Development Centre – P.O. Box 995 Smithers, B.C., V0J 2N0

