



Northwest B.C. Child Development Centre

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

Complaint Procedures

We at the Bulkley Valley 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.

Regional Office- Smithers: 1471 Columbia Drive, P.O. Box 995, Smithers, B.C., V0J 2N0 Phone: (250) 847-4122 Fax (250) 847-9338 Toll-Free 1-855-947-4122

Burns Lake Location: 270 9th Ave, PO Box 1146, Burns Lake, B.C., V0J 1E0 Phone: (250) 692-4201 Fax (250) 692-4221

Hazelton Location: 2725 Hwy 62, Hazelton, B.C., V0J 1Y0 Phone: (250) 842-0544 Fax (250) 842-5048

Vanderhoof Location: 1393 Hwy 16E, PO Box 1679, Vanderhoof, B.C., V0J 3A0 Phone: (250) 567-2911 Fax (250) 567-3892

Complaint Form

Date _____

Name _____ Phone _____

Please describe the nature of your complaint:

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@bvcdc.ca (Executive Director) or mailed to the Executive Director, Northwest Child Development Centre – P.O. Box 995 Smithers, B.C., V0J 2N0

