



## RVCS Formal Complaints Form

**Definition:** A complaint is defined as an expression of dissatisfaction with regard to a service/program, an action or a decision taken by RVCS, or the way in which RVCS employees or volunteers carry out their duties.

**Instructions:** If you have an informal complaint, concern, or compliment about the services you received at Robson Valley Community Services (RVCS), please let us your program worker so we can help to resolve your concerns, or share your feedback in order to improve our services. If you feel uncomfortable discussing the issue with the relevant person, you can inform the Supervisor, Manager or Executive Director for the program or service. Informal concerns, comments or compliments may also be emailed to [feedback@rvcsbc.org](mailto:feedback@rvcsbc.org) without the need to submit a form.

If you have been unable to resolve your concern through the informal process described above, a formal complaint may be made by completing this form and mailing it to one of the addresses listed in the footer below, or emailing it to our management team at [feedback@rvcsbc.org](mailto:feedback@rvcsbc.org). Paper copies of this form are available at either office.

**Purpose:** This form is intended to ensure that community members and those receiving service from RVCS can report and submit complaints to the management team. Any informal concerns that elevate to the level of the Executive Director or above, will be considered a formal complaint. Please see page 3 for details on the formal complaint resolution process.

Today's Date (dd/mm/yyyy): \_\_\_\_\_

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Full Address: \_\_\_\_\_

Email Address (if applicable): \_\_\_\_\_

Phone Number: \_\_\_\_\_ Preferred Method of Contact:  Phone  Email

The complaint relates to: \_\_\_\_\_

one-on-one services  group programs  other (please specify): \_\_\_\_\_

Does the complaint refer to services you personally received  Yes  No

➔ If no, who received the services? (First and Last Name) \_\_\_\_\_

➔ What is your relationship to the person who received services \_\_\_\_\_

If the complaint relates to a particular worker, please indicate the person's name: \_\_\_\_\_

Date of Incident (if applicable): \_\_\_\_\_

**Check  program if known:**

- |  |  |   |  |
|--|--|---|--|
| <input type="checkbox"/> PEACE                       | <input type="checkbox"/> STV Counselling         | <input type="checkbox"/> Safe Home            | <input type="checkbox"/> Literacy      |
| <input type="checkbox"/> Child & Youth Mental Health | <input type="checkbox"/> STV Outreach            | <input type="checkbox"/> Infant Development   | <input type="checkbox"/> Seniors       |
| <input type="checkbox"/> Employment                  | <input type="checkbox"/> Victim Services         | <input type="checkbox"/> Child Development    | <input type="checkbox"/> Men's Support |
| <input type="checkbox"/> Family Support              | <input type="checkbox"/> Sexual Assault Response | <input type="checkbox"/> Other RVCS Internal: |  |

Details Regarding the Complaint (attach more pages, if necessary)

I, \_\_\_\_\_, (print your full name) consent to allow Robson Valley Community Services to investigate and arrive at a decision regarding the complaint I have brought forward.

I understand a copy of my complaint may be forwarded to the program manager, senior management and possibly the Executive Director, and/or Board of Directors, when applicable, with copies of any supporting documentation or evidence I provide, and;

I understand the investigation may include participation from a legal advisor, if necessary, and;

I understand the investigation may include further correspondence and/or a telephone interview with me, and;

That once the investigation has concluded and the decision has been rendered, I will be notified of my complaint outcome and the decision of management. I have made my decision freely without undue influence.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**OFFICE USE ONLY**

Date received: \_\_\_\_\_  
(dd/mm/yyyy)

Review date: \_\_\_\_\_  
(dd/mm/yyyy)

Reviewed by: \_\_\_\_\_

Title: \_\_\_\_\_

Reviewed by: \_\_\_\_\_

Title: \_\_\_\_\_

Reviewed by: \_\_\_\_\_

Title: \_\_\_\_\_

Reviewed by: \_\_\_\_\_

Title: \_\_\_\_\_

Response date: \_\_\_\_\_  
(dd/mm/yyyy)

\* A written response to the complainant is required within 10 working days by registered mail or provided to them directly.

## Client Complaint Resolution Process

1. Individual clients, their families/guardians, and community members are encouraged to bring any complaint or concern they have with the services they have received directly to the attention of program staff and to attempt to resolve issues informally through open and respectful dialogue. Any concerns brought to the attention of staff must be documented in case notes or sessional recordings along with the staff response to the concern.
2. In the event that an individual, family member/guardian or community member has not had their complaint or concern addressed to their satisfaction and/or wishes to submit a formal complaint rather than address the concern informally, a formal complaint process will be made available to them. The complaint process is as follows:
  - a. The individual will be provided with the complaint form and will be provided with assistance in filling out the form should they require it. The staff member who becomes aware of the complaint will assist them in completing the form as needed or requested, date it and sign it received, and forward it to their program manager or by emailing [feedback@rvcsbc.org](mailto:feedback@rvcsbc.org).
  - b. The manager will investigate the matter and will respond to the complainant within 10 working days. The response to the complaint and explanation of any decisions regarding the complaint will be provided in writing and will be sent by registered mail or provided to the individual directly. A copy of the complaint and response will be provided to the agency's Executive Director and any other concerned party at the Director's discretion and consistent with RVCS's confidentiality policy. All letters of response to a complaint from a manager will include instructions indicating that if the individual is not satisfied with the response, they can appeal the matter to the Executive Director.
  - c. In the event that an individual chooses to appeal a manager's decision, the request should be made in writing and program staff or the manager will assist in completing another complaint from as required. Individuals are asked to make such requests within 30 days of receiving the response from the manager.
  - d. Upon receipt of a request to review the complaint, the Executive Director will investigate the matter and will respond to the individual within 15 working days. The process for reviewing the complaint may include consultations with the individual making the complaint, the manager, a review of file information, and gathering information from the individuals involved. The response to the complaint and explanation of any decisions regarding the complaint will be provided in writing and will be sent by registered mail or provided to the complainant directly.
  - e. All letters of response from the Executive Director to a complaint will include instructions indicating that if the complainant is not satisfied with the response, they will be encouraged to take the matter to the RVCS Board of Directors. They will be provided with instructions on how to appeal to the Board.
  - f. Upon receipt of a request to review the complaint, the Board Chair will lead the process of the Board investigating the matter and the Board will respond to the individual within 15 working days. The process for reviewing the complaint may include further consultations with the individual making the complaint, the Executive Director, a review of file information, and gathering information from the individuals involved. The response to the complaint by the Board Chair on behalf of the Board and an explanation of any decisions regarding the complaint will be provided in writing and will be sent by registered mail or provided to the complainant directly.
  - g. All letters of response from the Board of Directors to a complaint will include instructions indicating that if the complainant is not satisfied with the response, they will be encouraged to take the matter to an appropriate external authority, such as the Office of the Information and Privacy Commissioner for BC, a duly appointed children's advocate or representative where such individuals have authority to act on behalf of the individual, or to the Provincial Ombudsman.
3. Information about the complaint process will be made available to all clients and their family members/guardians at the time of intake to service and upon request. Complaint forms will be made publicly available at all service delivery locations.
4. All complaints are treated as confidentially, except where disclosure is necessary to complete an investigation. Where disclosure is necessary, consent will be obtained from the complainant.
5. RVCS expressly forbids any form of retaliation or action that could result in a barrier to service to be taken against a client, family member/guardian or community member making a complaint.
6. If the complaint is directed at the supervisor or for another valid reason should not be investigated the supervisor, the matter will be referred directly to the Executive Director or Board of Directors for review as appropriate.
7. In all cases, a person bringing forward a concern or making a formal complaint will be supported through the process. The individual can request a staff person, another professional or a community member act as an advocate for them in this process. RVCS will make every reasonable effort to accommodate such requests.