



North Island Crisis & Counselling Centre
7095 Beverley Parnham Way
Ph: 250-949-8333
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ACCOUNTABILITY – Our Complaint Resolution Process

At the North Island Crisis & Counselling Centre we are committed to providing excellent service. An important part of our commitment to you is providing you with the opportunity for feedback about the services you receive. You can do this in a number of ways.

- Complete a satisfaction survey during your involvement. We appreciate your feedback on the good, the bad and the so, so!
- Address your concerns with the staff person involved with you and your family
- Speak with the supervisor responsible for the staff you worked with. You can ask the staff person for that information or you can call our administration office 250.949.8333 to obtain this information.
- If required, complete a Service Grievance Form (available from our administration office at 7095 Beverley Parnham Way) or download the [SERVICE GRIEVANCE FORM 2019](#) and submit it in confidence to: Executive Director, NICCCS
- The Executive Director will respond to your concerns within 10 working days and provide you with additional information for registering your concerns should you fail to be satisfied with the Executive Director's response.

SERVICE GRIEVANCE/COMPLAINT FORM

Name: _____ Phone Number: _____

Name of Program you were involved with: _____

1. Description of the Complaint:

2. Background leading to the complaint (initial actions and program/staff response, relevant dates, and the action of the parties

3. Who have you dealt with to date regarding the complaint? (names, titles)

4. Describe any other action you have taken.

5. Describe the outcome you seek?

6. Sign and date the form to initiate the formal complaint.

Signature: _____ Date: _____

Please submit the completed Service Grievance Form to the Executive Director