Centre Walgwan Center

Complaint Form

In accordance with the Complaint Policy adopted by the Centre Walgwan Center, a client, family member or representative of a referral agency who believes he/she has been the victim of an error, negligence or abuse, discrimination or harassment may file a complaint. Complainants must be clients of the Walgwan Centre, or family members or referral agents of a client.

Instructions:

If you wish to complain about a service given by the Centre Walgwan Center, **please fill in sections 1, 2 and 3 of this form** and submit it to the Executive Director **within 15 business days** of the event in question. The Executive Director or his/her designate can assist you in filling out this form and provide additional information to assist you.

If the space provided on this form is insufficient, you may attach additional pages. Please submit all relevant documents along with this form, such as correspondence, copies of policies, etc.

Section 1 : Identification

Name of complainar	nt				
Name of client		Walgwar	Nalgwan File Number		
Postal Address :					
		1			
Telephone		Email			

Section 2 : Identification of Complaint

Name of program, service or staff member

Date of the event

Description of the event

Section 3 : Nature of the Complaint

Reasons for the complaint

Additional Information the Executive Director should consider

What are the expectations of the complainant?

Signature of		
Signature of Complainant		
Date		

Sections 4 to 7 filled out by the Executive Director or designated Complaint Officer

Section 4 : Reception of the Complaint

Date of reception of completed form		
Deadline date for final decision (15 business days)		
Signature of the Complaint Officer		

Section 5: Administration of complaint:

This complaint is **NOT** receivable because (check one):

- □ Not under Walgwan Treatment Centre authority
- Other: _____

Referal if complaint is not receivable

Section 6 : Resolution of the Complaint

Dates of meetings, interviews, document review, etc.				
Reasons for decision by Executive Director:				
Date of decision:				
Signature that complainant accepts:				
If complainant does not accept the decision, reasons for transfer to the Board of Directors:				

Section 7 : Decision of the Walgwan Board of Directors:

Decision of the Board of Directors

Recommendations from the Board

Date decision communicated to the	
complainant	
Date file completed	