

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 complainant			
Name of client		Walgwan File Number	
Postal Address :			
Telephone		Email	

What are the expectations of the complainant?	
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: _____

Referral if complaint is not receivable

Recommendations from the Board	
Date decision communicated to the complainant	
Date file completed	