

This form is to be used to provide details regarding a complaint about an Association of Neighbourhood Houses BC program, staff member, policy, or service. Please provide as much detail as possible to ensure we have adequate information to review your concerns.

Contact Information

Name:

_____ Pronouns _____

Phone: _____

E-mail Address: _____

Program and/or ANHBC Staff member involved

Name:

Department/Program Name: _____

Details of the Complaint

Location of the ANHBC program/service:

Date and time of incident: _____

Please describe the situation leading to the complaint, describing the events in the order that they happened. Include the names/contact information of others who were present or who witnessed the event resulting in the complaint. If possible, please include documents (evidence) to support your complaint and provide any additional information you feel would be helpful.

Have you already raised this complaint with the individual?

- Yes
- No

If Yes, please explain what steps you have taken to resolve your complaint.

Addressing Complaints

How would you like your complaint to be addressed?

The purpose of this question is to help us address your complaint, but we may not be able to fulfil this request, based on the outcome. We cannot guarantee we can honour your request, but we will do our best to accommodate your needs.

I declare to the best of my knowledge that the information and documents I have provided are true and correct. I understand that ANHBC Leadership may disclose the information in this complaint to the ANHBC program staff member(s) involved and a response will be provided within 30 days.

Complainant Signature: _____

Date: _____

Complainants can be submitted to the South Vancouver Neighbourhood House Executive Director by emailing mimi.rennie@southvan.org