Nelson CARES Society
ALL PROGRAMS

COMPLAINT FORM

COMPLAINTS POLICY: Nelson CARES Society is committed to maintaining good relationships with its clients, neighbours and the community. Every complaint will be received and dealt with respectfully and responded to in a timely manner. The human rights of all parties will be respected throughout the complaints process.

Please use the following form to outline your complaint. Submit to the appropriate Program Supervisor/Coordinator/Manager.

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1. What is the nature of your concern/complaint?

2. What are the facts surrounding the circumstance, situation or incident?

3. What steps have you taken so far to resolve this complaint or concern?

4. What policy or procedure has not been followed or what decision process has failed you?

5. What outcome are you hoping for by laying this complaint?

_____ _____ _____

Complainant's Name (Please print) Signature Date

Note: If there is not enough space provided, please use the other side of this sheet.