

If you have a serious complaint about service you have received from Westcoast you have a right to make a formal complaint

## Client Complaint Procedures:

### Step 1:

If you have a complaint about Westcoast's services, please inform the most appropriate person as soon as possible. This may be:

- the person with whom you have a complaint
- a staff member with whom you feel most comfortable
- the appropriate group meeting, if applicable.
- If you cannot resolve the issue with these individuals, proceed to Step 2.

### Step 2:

Complete the Client Grievance/Complaint Form. Be as specific as possible and make sure you answer all the questions. Place the completed form in an envelope, seal it and submit the form to:

Director of Administration,  
2772 E Broadway,  
Vancouver, BC V5M 1Y8

All information on the form is kept confidential. You will receive a written response by the Director of Administration to your complaint within ten (10) working days of receipt of the completed form.

### Step 3:

If you feel that the situation has not been satisfactorily resolved, you have the right to approach the Board of Directors. Contact the Executive Director in writing stating that you wish to contact the Chairperson of the Board of Directors. The Executive Director will notify the Chairperson of the Board to expect your communication. Please mail the letter to Westcoast.

The Chairperson of the Board of Directors will ensure that the item is added to the next Board Meeting agenda. (Board meetings are monthly.) Once reviewed and a decision is made, the decision will be forwarded to you within ten (10) working days of the Board meeting.

The decision of the Board is final.



## Client Rights and Responsibilities

Westcoast Child Care Resource Centre (Westcoast) is dedicated to supporting the healthy development of children, families and their communities by providing child development and child care information, referrals, training and resources for parents, caregivers and others who provide services to children and families. Westcoast respects and promotes the human, legal and civil rights of persons served and seeks to ensure that they obtain all services to which they are entitled.

2772 E Broadway,  
Vancouver BC  
V5M 1Y8

tel: 604.709.5661

fax: 604.709.5662

toll free: 1.877.262.0022

www.wstcoast.org

## Client Rights

When you are using Westcoast's services, you have the right to:

- Be treated in a fair and dignified manner and receive courteous, respectful, efficient and fair service.
- Be treated without discrimination based on race, gender, religion, political affiliation, sexual orientation or other protected grounds.
- Approach a staff member should you need help.
- Have your personal information kept confidential.
- Know what personal information is collected about you and to have the chance to correct this information if it is wrong.
- Have your personal information protected, in accordance with the Freedom of Information and Protection of Privacy Act.
- Make a complaint if you believe your personal information is not collected, used or disclosed appropriately.
- To be informed of the procedure for initiating complaints about the service provided without fear of reprisal. (see Client Grievance Procedure)
- Reasonable access to the photocopier, laminator and telephone.
- Refuse or discontinue service.

As a Westcoast client, you also have the right to:

- Expect all staff to be advised of your rights and to assume that all staff will respect your rights.
- Expect all staff, upon being hired, and thereafter through in-service training, to have up-to-date information on the statement of rights and responsibilities.
- Terminate services from Westcoast at any time.

## Client Responsibilities

When using Westcoast's services, you have the responsibility to:

- Treat staff and other clients with courtesy and respect.
- Use Westcoast resources in a safe and responsible manner.
- Give accurate information when completing forms.
- Give feedback on how we're doing.

Westcoast reserves the right to refuse service to anyone who is not in compliance

## Confidentiality

Westcoast protects the confidentiality of information about persons served and complies with all applicable legal requirements.

- Personal information regarding Westcoast's clients is only released with the consent of the clients, except as required by law.
- Westcoast does not document or release information that is not relevant to the case or that is not necessary to assist clients or to fulfill its mandate.
- Information to collateral service providers that is necessary to support continuity of care or quality service is released only with client consent.

## Exceptions to Confidentiality

Confidential information can be released without client permission in the following situations:

- When the client has disclosed child abuse
- When the client has threatened or is a threat to a third party
- When the client is suicidal or is threatening harm to self
- Where disclosure is required by legal mandate