



## Families have the Right to Complain about BV CDC Services

The Bulkley Valley Child Development Centre is committed to the provision of quality services in a family-centered environment. We will respond to all concerns and/or complaints about care and service in a fair, objective, and timely manner.

**If you are not satisfied** with the services you and/or your child are receiving from the Bulkley Valley Child Development Centre, you have the right to complain. Your complaint will not result in any negative consequences or barriers to you or your child's services.

### Please try this first

If possible, begin by talking directly to the person whose service you are not satisfied with – or with his/her supervisor. This is often the fastest way to resolve a problem.

### If there is still a problem

If this does not work or you prefer to use a formal complaint process, call Kerri Kluss, Executive Director and say you wish to make a formal complaint. She will begin the process of documenting and investigating your complaint. This process will involve meeting with you (in person and/or by telephone) and with any staff members involved. You may be asked to share your concerns in writing.

### Your Right to an Advocate

You have the right to have a support person help you through this process. If you need help finding an advocate, feel free to ask a member of the BV CDC, the Family Services Coordinator for assistance.

### Solving the Problem

Once the problem has been fully investigated, a decision will be made and the outcome will be shared with you in writing.

If you are unsatisfied with the solution, you the right to complain to the Ministry of Children and Family Development. The MCFD Complaint Resolution Process is available on-line at [www.gov.bc.ca](http://www.gov.bc.ca) under *Ministries/MCFD/If you have a complaint*.

- \* Infant Development \* Aboriginal Infant Development \* Early Intervention \* Occupational Therapy \* Physiotherapy
- \* Make Children First \* Family Service Coordination \* School Age Therapy \* Child Care Resource & Referral \* Success by Six
- \* Complex Developmental Behavioural Conditions \* Speech & Language Pathology \* Toy Resource Lending Libraries



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has accredited the BV Child Development Centre for Excellence in Child & Youth Services