

PLEA
Responding to
complaints
policy

*PLEA respects your
right to raise
concerns and make
complaints regarding
any aspect of the
services you are
receiving or the
program you are
participating in.*

***Through unique services
tailored to individual
strengths and needs,
PLEA helps children,
youth, adults and families,
who face significant
challenges to lead
fulfilling lives within
their communities***

Responding to your concerns
and complaints
at

3894 Commercial Street
Vancouver BC V5N 4G2
Phone: 604 871-0450 Fax: 604 871-0408

Tri Cities
400-906 Roderick Avenue
Coquitlam BC V3K 1R1
Phone: 604-519-2511 Fax: 604527-1278

Maple Ridge
#24—22374 Lougheed Hwy
Maple Ridge BC V2X 2T5
Phone: 604 476-9154 Fax: 604 476-9144

www.plea.bc.ca
Aug 2005
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- ◆ At PLEA we are committed to ensuring that your concerns and complaints are resolved quickly, fairly and constructively.
- ◆ All clients and their families are encouraged to discuss any problems that arise as soon as possible.
- ◆ There will be no *recrimination against anyone for presenting a complaint or discussing a problem in good faith.

**Recrimination means that no action can be taken against you for making a complaint.*

If you have a concern or complaint about any aspect of the service you are receiving from PLEA, every effort will be made to resolve the issue informally.

All PLEA personnel are responsible for carefully listening to your concern and trying to resolve it within five calendar days.

You are also entitled to use an advocate, either from your own support system or through an advocacy organization.

If the concern or complaint is not resolved through this informal process, we encourage you to present your complaint to the program manager responsible for the services you are receiving.

You may make your complaint either verbally or in writing.

The program manager will meet with you to discuss the situation and will respond to your complaint within five calendar days of receiving it.

This response will include a decision about your concern and an explanation about the actions that we have taken as a result of your complaint.

We will respond in writing to all written complaints

If your complaint is not resolved with the program manager, you will be informed that you may take your concern to the Program Director and/or the Executive Director

If you choose to take your concern to the Program Director and/or the Executive Director, the program manager will forward your complaint for you.

As before, the complaint may be made either verbally or in writing - it is your choice.

Within seven calendar days of receiving your complaint, the Program Director and/or Executive Director will contact you to discuss the dispute and explain to you the decisions made or actions taken.

This is the last step of the process and this is the final decision.

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