

## **HARBOURFRONT COMMUNITY CENTRE**

### **COMPLAINT PROCEDURE**

If the Harbourfront Community Centre receives a complaint where by...

- An individual or group feels some form of harassment has occurred
- An individual or group is dissatisfied with the service the Harbourfront Community Centre has provided to that individual, group or a member of their family
- A service should have been provided to an individual, group or a member of their family and was not provided
- An individual or group has reason to question the quality or quantity of services provided to the individual, group or their family

Then the following steps should be taken:

#### **Step 1.**

##### **Discussion with the Instructor or Staff Member**

The complaint should be addressed to the Instructor or Staff Member who is responsible for providing services or, at the discretion of the complainant, the Program Co-ordinator.

Discussion with the Instructor or Staff Member gives the Instructor or Staff Member a chance to hear your concern and work with you so as to resolve the issue.

#### **Step 2.**

##### **Discussion with the Program Co-ordinator**

If Step 1 does not resolve the issue the schedule a meeting with the Program Co-ordinator to discuss, document and act upon your concern. The goal in meeting with the Program Co-ordinator is to find a way to resolve the issue. It is the duty of the Program Co-ordinator to meet with the Instructor or Staff Member to determine any steps already taken to resolve the issue.

No later than one week after your scheduled meeting with the Program Co-ordinator you can expect the following:

- A letter from the Program Co-ordinator, resulting from the above meetings, that outlines an agreement or possible solutions

**OR**

- If no agreement or possible solutions were realized then a letter will be sent outlining the Program Co-ordinator's decision regarding the issue.

If an agreement or possible solutions were not reached and if you are dissatisfied with the Program Co-ordinator's decision then you may wish to proceed to Step 3.

### **Step 3.**

#### **Discussion with the Executive Director**

If Step 2 does not resolve the issue then schedule a meeting with the Executive Director of the Harbourfront Community Centre. The goal in meeting with the Executive Director is to find a way to resolve the issue. It is the duty of the Executive Director to meet with the Program Co-ordinator and any other appropriate members of the Staff to determine any steps already taken to resolve the issue.

No later than one week after your scheduled meeting with the Executive Director you can expect the following:

- A letter from the Executive Director, resulting from the above meetings, that outlines an agreement or possible solutions

**OR**

- If no agreement or possible solutions were realized then a letter will be sent outlining the Executive Director's decision regarding the issue.

If an agreement or possible solutions were realized then a letter will be sent outlining the Executive's Director's decision regarding the issue.

### **Step 4.**

#### **Discussion with the Member Relations Committee of the Board of Management**

If Step 3 does not resolve the issue then schedule a meeting with the Member Relations Committee of the Harbourfront Community Centre – comprised of one rep. from the Board of Management, the H.C.C. Staff and the Harbourfront community – by calling our Receptionist at 392-1509. The Member Relations Committee has the responsibility of reviewing complaint issues. The goal in meeting with the Member Relations Committee is to find a way to resolve the issue. Both you and the Member Relations Committee will receive a written summary from the Executive Director outlining all steps already taken to resolve the issue. The written summary will

outline the factors involved in the issue, the solutions tried and known alternatives available to resolve the complaint issue.

No later than one week after your scheduled meeting with the Member Relations Committee you can expect the following:

- A letter from the Member Relations Committee, resulting from the above meetings and information that outlines an agreement or possible solutions.

**OR**

- If no agreement or possible solutions were realized then a letter will be forwarded to the Board of Management by the Member Relations Committee and the Board of Management will forward a letter to you and the Member Relations Committee with a final decision regarding the issue.

Approved by the Board of Management  
June 1994