

Kits House Complaint Form

This form is to be used to provide details regarding a complaint about a Kitsilano Neighbourhood House (Kits House) program, staff member, policy, or service. Please provide as much detail as possible to ensure we have adequate information to review your concerns.

Contact Information

Name:

Pronouns:

Phone:

Email Address:

Program and/or Kits House Staff Member Involved

Name:

Department/Program Name:

Details of the Complaint

Location of the Kits House program/service:

Date and time of incident:

Please describe the situation leading to the complaint, describing the events in the order that they happened. Include the names/contact information of others who were present or who witnessed the event resulting in the complaint. If possible, please include documents (evidence) to support your complaint and provide any additional information you feel would be helpful:

Have you already raised this complaint with the individual?

- Yes
- No

If yes, please explain what steps you have taken to resolve your complaint:

Addressing Complaints

How would you like your complaint to be addressed? The purpose of this question is to help us address your complaint, but we may not be able to fulfil this request, based on the outcome. We cannot guarantee we can honour your request, but we will do our best to accommodate your needs:

Declaration

I declare to the best of my knowledge that the information and documents I have provided are true and correct. I understand that Kits House Leadership may disclose

the information in this complaint to the Kits House program staff member(s) involved and that a response will be provided within 30 days.

Complainant Signature:

Date:

Complaints and/or concerns can be submitted to:

Teddy Chan, Executive Director

Email: teddyc@kitshouse.org