



Community Options
1595 Bay St.
Victoria, B.C. V8R 2B5
T: (250) 380-6363
www.cocf.ca

Complaint Resolution Procedures

Making a Complaint

Community Options for Children and Families (COCF) maintains a complaint resolution process where a contracted caregiver or individual or their family can file a complaint or appeal a decision made by the COCF's staff. It is expected that complaints will be presented in a constructive and respectful manner.

Community Options' complaint resolution procedure is intended to:

- demonstrate our willingness to hear and resolve your complaints.
- give stakeholders confidence in bringing complaints forward without any concerns about retaliation or barriers to service.
- help us gather information that we can use to continuously improve our services.
- meet any applicable Community Options' policies and legal/regulatory requirements.

Step One

When a complaint presents itself, the individual with the complaint should speak or write directly to the COCF personnel involved. If the complaint remains unresolved, the complainant may go on to Step 2.

Step Two

The complainant may submit a formal complaint to the Executive Director or designate. The Executive Director or designate will respond to the complainant within seven (7) business days. The Executive Director or designate will investigate the complaint and provide a written response within fifteen (15) business days. The Executive Director or designate may consult with staff or Board members to assist with the investigation. The complainant always has the option to contact the Board directly at Boardmembers@cocf.ca.

Step Three

If the complaint remains unresolved, the complainant will be advised that an external review may be available and the complainant will be provided with the following contact information for their follow up. An individual served or their support network always have the option of approaching the following directly:

- Advocate for Service Quality 1-800-663-7867
- CLBC: Quality Assurance Office 1-855-664-7972
- MCFD: 778-698-1224
- The BC Human Rights Tribunal 1-888-440-8844
- Office of the Information and Privacy Commissioner for BC 1-800-663-7867
- Office of Public Guardian & Trustee 1-604-660-4444
- Ombudsperson BC 1-800-567-3247

Community Options will comply with requests from external investigators/mediators for appropriate documentation.

Complaint Resolutions Form

Please complete this form and email to info@cofc.ca or mail/deliver to:

Community Options for Children, 1595 Bay Street, Victoria, BC V8R 2B5

If you prefer, you can submit your complaint online at cofc.ca/Contact/Complaint Resolution Procedures/Complaint Resolutions Form.

Name:

Date:

Address:

Phone #:

Email:

Have you already contacted Community Options about your complaint? If so, who did you speak to?

Briefly describe your concern/complaint:

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