

Complaint Form

To make a complaint, please complete this form and email it to the Inter-Cultural Association of Greater Victoria (ICA) at the email address provided at the end of the form on page 4.

ICA cannot:

- Consider anonymously placed complaints
- Process complaints without notifying staff or department about the complaint
- Deliver services outside the scope of the department's practice
- Always provide services in a client's first language

A. PERSON FILING THE COMPLAINT

First Name:

Last Name:

Address:

City:

Province:

Postal Code:

Phone:

Email:

***Anonymous complaints cannot be considered**

B. STAFF NAMED IN THE COMPLAINT

Settlement

LINC

SWIS

Employment Services

Arts & Outreach

Child Care Services

RAP Program

Community Development

Administration Services

Youth & Family Services

Refugee Sponsorship Program

Volunteer Services

Other(s) please specify:

Staff First Name:

Staff Last Name:

Complaints against staff who cannot be identified cannot be processed

Where did you see this staff member or place you received service(s)?

ICA Office

Another Agency

In Community

School

Other (Please specify):

Additional details:

Date(s) you saw staff:

C. DETAILS OF COMPLAINT

STEP #1: Please provide the following details relevant to the complaint:

When did the incident(s) happen? Date:

Time:

Where did the incident(s) happen?

STEP #2: Please provide a general description of your complaint:

STEP #3: Based on the information you provided in steps 1 and 2, please list the concerns about the ICA staff's conduct or actions that you wish ICA to investigate in the numbered spaces below:

*****NOTE: Please ensure that all your concerns about the Staff's conduct or actions are included below. Any concerns not included on this form may result in ICA being unable to process your complaint.**

Concern #1:

Why are you concerned about this?

Have you taken any steps to work out this matter? If so, what?

Concern #2:

Why are you concerned about this?

Have you taken any steps to work out this matter? If so, what?

Concern #3:

Why are you concerned about this?

Have you taken any steps to work out this matter? If so, what?

*If there are more concerns, please attach a separate sheet.

D. ACKNOWLEDGMENT AND SIGNATURE

I have read and I understand the following:

I understand that the ICA may obtain my relevant personal information as part of the investigation. ICA may share some or all the information that it receives from me and other parties with the staff complained about.

Name:

Signature:

Date:

***Please email signed and complete complaint form and any related information to:**

***Email to:** feedback@icavictoria.org

E. CHECKLIST ✓

Have you provided the following?

Full name(s) and address(es) of the ICA Staff or worker(s) involved

Complete description of the complaint and concern(s)

Your name and a number where you can be reached during the day

Signed and dated acknowledgement section

Note:

*Incomplete forms will not be processed

*Please allow at least for 5 to 10 business days for complaint to be reviewed