



**CHILD AND TEEN PROGRAM POLICY & PROCEDURE
MANUAL**

Programming-Evaluation

Customer Complaint or Inquiry

12.16

Standard

The Club strives to present a positive, professional image to the community through every aspect of its operation.

Policy

BGCD will provide high quality programming to the young people in our community.

BGCD is committed to addressing complaints promptly. Families receiving services from BGCD are encouraged to discuss complaints or misunderstandings with staff or supervisors without concern for intimidation or reprisals.

To ensure that BGCD deals with complaints promptly, and so that families feel no concern for intimidation or reprisal, the following procedure will be adhered to:

Procedure

Family Complaints

1. Upon enrollment, all families will be given notice of the Complaints policy and procedure which is detailed in the parental handbook.
2. The family should first discuss the complaint with the employee who is directly providing the service. (front-line staff)
3. If the family is not fully satisfied with the answer, is uncomfortable addressing the employee, or wishes further discussion, they may contact the Program Director/Coordinator responsible for the employee to request a meeting. The Program Director/Coordinator will acknowledge the family's complaint within one working day of notification.
4. If the family continues to feel that the resolution is not sufficient, they may request a meeting with the Executive Director. At this stage, the family needs to submit the complaint in writing. The meeting will occur within two weeks of receipt of the complaint.
5. The Executive Director will respond in writing within five working days of the meeting.
6. The decision of the Executive Director will be final and binding on the agency and the family.



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Reporting of Complaints to the Board

1. Program Directors/Coordinators will report all complaints to the Executive Director in the monthly program report.
2. All family complaints that result in a meeting with the Executive Director will be reported to the Board of Directors at its next regularly scheduled meeting.