Program Managers

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WR WOMEN'S RESOURCES

We work hard to address any concern, promptly and effectively.

This pamphlet explains, step by step, how to submit a complaint and what happens next.

If you have questions at any point, please speak with any staff member – you will get the help you need.

Working Together
Supporting Women
Building Community

WR
WOMEN'S RESOURCES

Client Complaint Process

Your satisfaction matters to us.

Women's Resources of Kawartha Lakes

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STEP 1.

Address Concerns with Staff

If your complaint involves a Staff Member, you are encouraged to first discuss your concerns directly with this individual.

You may bring a support person with you, if needed.

To ensure clarity, it may be helpful to document your concerns in writing and provide a copy to the staff member.

If the matter is not resolved at this stage, please proceed to Step 2.

STEP 2.

Consult the Program Manager

If your concern remains unresolved, after Step 1, please contact the appropriate Program Manager.

You may bring a support person with you, if needed.

The Program Manager will review your concerns, discuss potential resolutions and provide a final decision in writing.

Should the matter still not be resolved at this stage, proceed to Step 3.

NOTE:

If your concern involves a Program Manager, first, attempt to resolve it directly with that individual. If this discussion does not lead to a satisfactory outcome, advance to Step 3.

STEP 3.

Submit a Written Complaint to the Executive Director

If you are not satisfied with the written response provided by the Program Manager, you may escalate your concern by submitting a written complaint to the Executive Director.

Contact details for the Executive Director can be found in this pamphlet.

Upon receiving your written complaint, the Executive Director will review the matter and issue her final written decision.