

OH, NO! SOMETHING HAS GONE WRONG!

We aim to please but sometimes something goes wrong. At Phoenix we have a process for investigating a complaint. This ensures that everyone does their part and that all complaints are treated fairly. This form will help you understand the process and help us understand the situation. Thank you for taking the time to fill it out.

Your Name: _____ Today's Date: _____

Is your complaint about a person: ___ Staff ___ Parent ___ Child ___ Other

Who was involved? _____

Where? _____ When? _____

What happened? _____

STEP 1: Our policy requires that you first attempt to resolve the matter with the person(s) directly involved. When did you attempt to resolve the matter? _____ Please tell us what steps you have taken in this regard:

STEP 2: Thanks for trying! **Now it's our turn!** A copy of this form will now be given to you so that you will know what will happen with your complaint. Please review our complaint policy on our website – www.phoenixfoundation.ca. We will now initiate an investigation. This means talking to the various parties that are involved. This can take anywhere from 1-3 weeks in accordance to the school calendar as most of our staff are part-time and many of our students are not on site at all times. If this is an illegal and/or criminal act or presents an immediate threat to someone's health or safety, this timelines may not apply. ****This part is for us to fill out so we don't forget any important steps!!****

Date investigation started: _____ By: _____

People we will need to talk to: _____

Policies to check: _____

Additional information: _____

Professional Advice: _____

Notes: _____

STEP 3: After seeking to understand the situation from all sides, reviewing our policies and consulting any third party professionals needed to completely understand the situation, the supervisor will initiate or recommend a course of action. This may include reporting the complaint to an appropriate outside organization such as Social Services, the Calgary City Police or the Office of Public Interest Commissioner. If the complaint is referred to an outside organization, their processes shall apply and our investigation shall be considered closed. We will share all relevant information with them.

ACTION PLAN OR RESOLUTION:

STEP 4: Inform parties of the decision, solution or action plan. Ok, supervisor . . . how did you do this? And when?

STEP 5: Now that you have received a resolution, what happens if you are still not happy? You can write a formal letter to the board. Please make sure you include your name, address and phone number. Briefly summarize the situation. Mail it in a sealed envelope to:

PHOENIX BOARD OF DIRECTORS
320 19 Street SE
Calgary, AB T2E 6J6

STEP 6: The Board Secretary or Chair will open your letter and add it to the next meeting agenda. They may request the supporting documentation including a copy of this form. They may also request the supervisor in charge of the matter to attend the next board meeting. Everything will be reviewed and a judgment rendered. This can take up to two months and this decision is final.

FINAL BOARD RESOLUTION:

Date: _____
