

BACI will make sure that all stakeholders feel safe when they report their concerns and complaints.

Building Caring Communities

The Burnaby Association for Community Inclusion (BACI) is a grassroots, non-profit organization that has spent over 60 years providing innovative services for children, youth and adults with disabilities and their families.

We currently serve over 1,000 individuals and their families in Metro Vancouver by providing various training, development, social and recreational opportunities. Through our various EmployAbility programs and social enterprise initiatives, we support the economic inclusion of people with disabilities. With our four integrated child care centres, we support over 140 children of all abilities and their families.

BACI continues to seek out opportunities to increase social awareness, and with integrity and conviction, effect change in the way individuals of all abilities are included in our society.

If you have any questions or comments about our Complaint Resolution Policy, please contact Tanya Sather at 604.299.7851 or tanya.sather@gobaci.com.

Burnaby Association for Community Inclusion (BACI)

2702 Norland Avenue
Burnaby, BC V5B 3A6
T: 604-299-7851 / F: 604.299.5921
E: tanya.sather@gobaci.com

More information is available on our website at www.gobaci.com.



Complaint Resolution

“We are committed to providing opportunities for resolving concerns”



Burnaby Association
for Community Inclusion



The Complaints Procedure

At the Beginning

If you or your family disagree with something that occurred at BACI or with something that was said, we suggest that you:

- Talk to the staff person involved so that you can voice your concern
- Talk to the Coordinator or Supervisor in charge so that you can voice your concern

Complaints can be made to the Complaint Resolution Officer (Executive Director or designate) by writing it down or talking about it to someone else who can write it down for you (if you are not able to). BACI encourages all stakeholders to voice their concerns or complaints right away to make sure they can be followed up and responded to as soon as possible.

If you need some help making a complaint, you can get an advocate to help you through the entire process.

If your concern is not resolved, then you can choose to go to the Formal Complaints Process.

The Formal Process

- Arrange to meet again with the Program Coordinator or Supervisor, or their Manager.
- It is important that what everyone says at this meeting is written down. We will provide a copy of everything written down at the meeting.
- The Program Coordinator or Supervisor, or their Manager, will look into your concern

Complaint Resolution Policy

The Burnaby Association for Community Inclusion (BACI) provides supports and services to individuals of all ages with developmental disabilities and their families.

One of the most important ways BACI can be responsible to stakeholders – the individuals we serve, families, directors, staff, contractors, and business and community members – is to deal with concerns and complaints they may have. When concerns or complaints are brought forward, BACI is committed to resolving them in a timely and appropriate manner. BACI is also committed to providing stakeholders with opportunities to resolve concerns before they become formal complaints.

It's OK to Make a Complaint

BACI will make sure that all stakeholders feel safe to report their concerns and complaints. When a concern or complaint is reported, there will be no bad feelings toward the stakeholder and their services will not be negatively impacted.

- They will share with you what they find out as soon as possible. They will give you a report that will include a resolution to the particular concern.
- If you are not happy with the decision, then you can take your complaint to the Complaints Resolution Officer (CRO).
- The CRO will let you know within 5 days that they have received the complaint, then will start looking into the complaint within 5 days after that.
- You will receive a final decision in writing from the CRO.
- If you are unhappy with the decision made, you may take the concern to the BACI Board of Directors.

Confidentiality of Complaints

A person making a complaint is required to identify him- or herself. Information about the complaint and the people involved will be kept private unless BACI has a legal or ethical duty to report it. BACI may also use what we learned from the complaint to make our services better.

The Appeal Process

Complainants (people who have had complaints made against them) have **30 days** to appeal to the Complaint Resolution Officer (CRO). The CRO must respond in writing within 14 days of receiving the appeal. The CRO's decision is final and will be documented. The decision will be communicated to all stakeholders who are directly involved.

BACI will advise the complainant of his or her options in pursuing the complaint with external agencies or offices.