GIVING POSITIVE FEEDBACK AND RESOLVING COMPLAINTS

I have feedback about the quality of programs, services and/or my experiences at Langs.

TELL THE STAFF

IF IT'S A POSITIVE EXPERIENCE
- Complete a comment card at anytime

IF IT'S A COMPLAINT

RESOLUTION PROCESS

Step 1: Resolve the issue with the individual

Step 2: If your complaint is not resolved, speak to staff member's supervisor

Step 3: The supervisor may ask you to put your concern in writing

Step 4: Appropriate parties are told about the complaint

Step 5: Your complaint is documented. Review document and speak to you and others

Step 6: We will work hard to resolve the issue in 10 working days

IF YOUR COMPLAINT IS NOT RESOLVED

OPTION A
- You will be asked to attend a meeting with staff to address issue
- A written response and recommendations will be completed in 10 working days
- The Executive Director will review the report and make a final ruling

OPTION B
- An outside mediator may participate in the interview process
- The mediator will make recommendations to resolve the issue
- Action will be taken to resolve the issue