



GRIEVANCE PROCEDURES

All children/youth being served by the Boys and Girls Clubs of Calgary are encouraged to express to a third party any concern or disagreement they have in regards to treatment by any of the program staff. In their role as advocate, program staff will act promptly to ensure that children/youths are assisted through the process to expedite resolution of the situation.

The procedure for voicing your concerns through a grievance is as follows:

1. You can take your grievance to Paciencia Calpito (Pia), Camp Adventure Administrator. Pia will act promptly when she receives any complaint. All grievances will receive a response within 24 hours.
2. If you are not able to resolve the grievance with the Camp Administrator, you can then take your grievance to Erin Hayzelden, Camp Adventure Program Coordinator. A meeting will be arranged within (1) working day of the request.
3. If you are not able to resolve the grievance with the Coordinator's involvement, the grievance will be brought to Carolyn Wendt, Manager of Experiential Learning and Agency administrators to be reviewed. The grievance must be in written form at this point and the staff has the responsibility to assist you in writing the grievance and assuring you that the grievance has been taken to administration.
4. The agency administrators will respond in writing within ten (10) working days of when they receive it. If you are not satisfied with the response, you can take your grievance to the Community Club Director, Dylan Oosterveld. If you are still unsatisfied with the response, you may take your grievance further to the Senior Director of Services/CEO of Boys and Girls Clubs of Calgary. A copy of your grievance, the agency's response, and any action taken will be included in your program file. Program Staff will be informed in writing of your grievance.

Director of Community Clubs and Experiential Learning: Dylan Oosterveld Phone: 403-520-1519

Senior Director of Services: Katie Davies Phone: 403-276-9981

Chief Executive Officer: Jeff Dyer Phone: 403-276-9981

At any stage during the grievance process the youth and/or their guardian has a right to request to have a third party review of the grievance. If they are not satisfied with the outcome, they can appeal it.

I have read, and understand the grievance procedure. A copy of this is available on the camp website.

Signature of Parent/Guardian: _____	Date: _____
Signature of BGCC Program Representative: _____	Date: _____