



SAWCC Service Complaint Form

SAWCC values any feedback. Complaints made by service users, will be considered and taken seriously. Formal submitted complaints should be directed to the Centre Coordinator/Manager and will be reported to the Executive Council.

The Coordinator/Manager will meet with relevant staff members within 1 week to discuss the complaint. Service users will be acknowledged within 10 working days of the complaint being submitted and will receive a response within 30 working days.

If you don't feel that the organisation has dealt with your complaint appropriately you can ask the SAWCC Ombudsperson or an external party to review the decision.

It is important to remember that the organisation must often consider many different and competing issues when addressing complaints. SAWCC will seek to resolve the issues raised in a manner which is fair and just to all involved.

Name: _____

Address: _____

Phone (home): _____ **Mobile:** _____

Email: _____

- 1. What SAWCC service are/were you accessing (eg counselling, language training) and who was involved?**

- 2. Date of the incident (if applicable)** _____

- 3. What happened, where did it happen, who was involved and what did they do? Attach separate page if necessary. Please try and stick to things that occurred and avoid using insulting or disrespectful language.**



4. How has this (the incident) impacted on you? What loss or harm have you experienced?

5. What would you like to achieve by this process? What do you want the workers/service involved to do?

6. Were there witnesses to the event/process? If appropriate you can provide their contact details.

Signed: _____ **Date:** _____

CENTRE COMMUNAUTAIRE
des femmes sud-asiatiques



The South Asian Women's
COMMUNITY CENTRE

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3^{ème} étage
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Télécopier: (514) 528-0896
E-mail: sawcc@sawcc-ccfsa.ca

If applicable:

Advocate – I am complaining on behalf of: _____

Advocate Name: _____

Advocate Address: _____

Advocate Phone no. _____