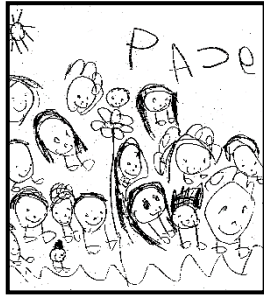


## The PACE Program



### ADDRESSING YOUR QUESTIONS, CONCERNS & COMPLAINTS

The PACE Program  
1524 West 65<sup>th</sup> Avenue, Vancouver BC  
Phone: (604) 266-3141  
Fax: (604) 266-3041  
Email: [admin@thepaceprogram.ca](mailto:admin@thepaceprogram.ca)  
Website: [thepaceprogram.ca](http://thepaceprogram.ca)

The PACE Program is committed to providing a caring and supportive environment for children and families.

We respect the right of all children and families to be heard, updated and actively involved in planning and in the decisions affecting them.

Parents / guardians / professionals are encouraged to raise questions or concerns about the program or our policies and procedures.

We also support the individual's right to complain about actions or decisions impacting them.

**Your participation in the complaint process will not impact services offered to you and your family. We strive to help people feel heard and work to find solutions together.**

### IF YOU FEEL THAT YOU:

- *Were treated unfairly,*
- *Were not asked for your point of view or input,*
- *Have concerns with the staff actions or about PACE services,*
- *Didn't get your needs met, or that you*
- *Had your rights ignored, (also see Ministry's booklet "Know Your Rights" for details available from MCFD or your social worker).*



***Then you may want to make a complaint.***

## **COMPLAINT PROCEDURE AT PACE**

- Clients with any questions, concerns and/or complaints will not result in retaliation or barrier to service; clients can direct them to any PACE staff or contractor. If the response or action taken is not satisfactory, clients can verbally or in writing forward questions, concerns or complaints to the respective program Team Leader.
- Team Leaders, as well as all levels of authority in PACE, will respond to all written questions, concerns and/or complaints within 5 working days.
- If clients are not satisfied with the response or action taken by the Team Leader, then questions, concerns and/or complaints can be forwarded to the Program & Office Manager, Executive Director or Board of Director in concession.
- Clients have the right to forward questions, concerns and/or complaints directly to any level of authority within PACE. However, it is preferred that clients initiate questions, concerns and/or complaints directly with those staff or contractors involved first to support a due diligence process.
- If at every other level of intervention, the response or action taken is not satisfactory, a final resolution will rest with the Board of Directors.
- Clients are invited to include any advocacy available, in all efforts to find a satisfactory response or action taken to questions, concerns and/or complaints identified.
- PACE is committed to ensuring all questions, concerns and/or complaints identified by clients are managed in a manner that is sensitive to the needs of clients and is respectful to the services we provide.
- You can also contact the following agencies, as appropriate:
  - ✓ *Ministry of Children and Family Development* (MCFD) <http://www.gov.bc.ca/mcf>
  - ✓ *Representative for Children & Youth* 1-800-476-3933 [www.rcybc.ca](http://www.rcybc.ca)
  - ✓ *“Office of the Ombudsman”* 1-800-567-3247 [www.ombudsman.bc.ca](http://www.ombudsman.bc.ca)



### **IF YOU HAVE A CONCERN THAT INVOLVES A CHILD WHO MAY NEED PROTECTION**

- Call the **HELPLINE FOR CHILDREN** at **310-1234** (no area code required)
- Call the Ministry of Children & Family Development **1-800-663-9122**