

# COMPLAINT RESOLUTION PROCESS

At Gordon Neighbourhood House, we believe that participants have the right to speak out on their own behalf.

The complaint resolution process is as follows:

**1**

**Attempt to resolve the issue directly with the person or worker involved.**

If that is not possible or appropriate, then...

**2**

**Contact the manager of the program. \*If you don't know the name, ask at reception.**

If that doesn't solve the issue, then...

**3**

**Contact the Executive Director, Thanh Lam at [thanh@gordonhouse.org](mailto:thanh@gordonhouse.org)**

If it's still not resolved, then...

**4**

**Submit your complaint to the ANHBC CEO at [central@anhbc.org](mailto:central@anhbc.org)**



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