

Lansdowne Children's Centre is committed to providing you quality care and service, based on a family-centred care philosophy. Our Centre's values are:

- Respect
- Inclusion
- Diversity
- Empowerment

While involved with Lansdowne Children's Centre you have the right to:

- receive quality care and service, in a clean and safe environment
- be involved in decision making regarding your child
- receive information and answers to your questions about our services, your child and your child's individual service
- give or refuse consent to any proposed care and to be

advised of the risks and benefits of the service being proposed

- be treated with courtesy, dignity and respect
- privacy and confidentiality of your health information and record of care
- have your language, culture, religion and sexual orientation respected
- receive care in an environment free from abuse, exploitation, retaliation
- have your have questions and concerns heard without intimidation or fear of reprisal, and to expect the Centre staff to provide a timely response to your concerns
- be informed of any unanticipated service reductions and contingency plans related to your child's service

COMPLIMENTS

- We welcome any compliments. We encourage you to communicate any compliments with the involved staff member.
- If you would like to further recognize a staff member, team, or the Centre, please contact the involved Supervisor.

CONCERNS

- If you have any concerns, we encourage you to first discuss your concern with the involved staff member.
- If you are not fully satisfied, or are uncomfortable discussing this with the staff member, or wish further discussion, please bring your concern to the attention of the staff members' Supervisor. This may be done in person, by telephone, in writing, or you may also

request a meeting with the Supervisor. The Supervisor will acknowledge the complaint within one working day of receiving notification.

- If you believe the resolution is not sufficient, you may request the concern be addressed with our Executive Director. This may be done in person, by telephone, in writing, or you may also request a meeting with the Executive Director. The Executive Director will acknowledge the concern within one working day of receiving notification.
- The Executive Director may call a meeting of the relevant parties to assist with problem solving. The group will discuss the concern, collect information, if necessary, and explain what they think can be done about the concern. The group may schedule an appointment for you to attend

to discuss the concern as appropriate to the situation. There may also be follow up by sending information to you in writing.

- The decision of the Executive Director will be final and binding on the Centre and the client/ family.
- All concerns that result in a meeting with the Executive Director will be reported to the Professional Advisory Committee at its next regularly scheduled meeting.



***For more
information
contact:***

Lansdowne
Children's Centre



Our Compliments and Concerns Process

**BRANTFORD – CALEDONIA –
DUNNVILLE – SIMCOE**