

## How can you give feedback or make a complaint?

Your feedback helps us improve our services. If you have any thoughts or concerns with our service, you can:

1. Talk to the staff member directly about your concerns.
2. Fill out a satisfaction survey which can be found at the Impact North Shore front desk and website.
3. If you feel your rights have not been upheld, or if you feel uncomfortable talking to the staff member directly, you can choose to make an official complaint by writing to the Manager, or if needed, the Executive Director. If you write an official complaint:
  - A written complaint can be email to [feedback@impactnorthshore.ca](mailto:feedback@impactnorthshore.ca) or given to front desk staff.
  - The written complaint will be analysed for future service improvements.
  - Copies of the complaint will be provided to the Manager, Executive Director and other relevant parties.
  - The person you gave your letter to will be in touch with you within 5 working days.
  - If you feel the complaint has not been resolved, you can book an appointment with the Manager or the Executive Director to discuss it in person.

## Your Rights and Responsibilities as a Client



At Impact North Shore we are dedicated to offering comprehensive and innovative services for newcomers and to strengthening inclusion and equity.

#207-123 East 15th Street, North Vancouver  
t: 604-988-2931  
e: [office@impactnorthshore.ca](mailto:office@impactnorthshore.ca)  
w: [www.impactnorthshore.ca](http://www.impactnorthshore.ca)

# Your Rights and Responsibilities as a Client

Impact North Shore works to provide high quality services to individuals and families. At Impact North Shore we believe that mutual respect between clients, staff, and volunteers is the best way to develop and maintain a service environment of excellence, diversity, and respect.

## Your Rights:

As an Impact North Shore client you have the have the right to:

- Be treated with dignity and respect.
- Have access to services without experiencing discrimination.
- Have your personal information kept private and confidential.
- Receive professional services from Impact North Shore that are sensitive to your needs.
- Receive information about other available resources and services.
- Decide on which Impact North Shore services you would like to access.
- Refuse or discontinue services.
- Give feedback.
- Know the process for complaints.

## Your Responsibilities:

As an Impact North Shore client you have the responsibility to:

- Treat other clients, staff, and volunteers with dignity and respect.
- Make sure Impact North Shore service environments are safe and free of discrimination.
- Respect the rights of other clients, staff, and volunteers.
- Keep the confidentiality and privacy of others.
- Be actively involved in your client services.
- Attend appointments and workshops promptly.
- Tell our staff ahead of time if you are not able to attend.
- To better meet your needs, please tell our staff about any medical condition, disability, or cultural need that we need to know about.
- Tell our staff about any changes to your contact information, like phone number or email address.

# Privacy and Confidentiality

We keep all information collected on your registration forms private in accordance with federal and provincial privacy legislation. Our staff will use your information for contacting you and to count statistics for reports. We share no-name total numbers and other information in reports with our funders, the BC Provincial or Federal Canadian government to monitor Impact North Shore service quality, or for research.

As a rule, we do not share your name or any personal information that can be linked to you.

Please know that if you tell our staff information, or talk to them about a problem, or if we make a referral, your name is never in any records we submit to the government.

The two unusual situations where we would share your information are:

1. If we have to because of a law or court order.
2. To prevent you or someone else from being hurt.

