



Confidential - Complaint Details (F-17)

This form can be made over the phone, by e-mail, online form, or in person. Once completed, the complaint is then forwarded to the Coordinator to manage the complaint.

Please see Escapades Complaint policy for further information.

Information which does not require further follow up is deemed feedback and is logged in the feedback register and discussed at the following team meeting.

Date complaint received:	
Who is making this complaint:	
Relationship	
Address	
Phone number	
Email	
This complaint was made:	in person / in writing / by e-mail / by phone
Person Taking Complaint:	

Complaint Details
Details:

ESCAPADES



Is the complaint made against an individual? Y - N

Type of Complaint:

Minor

Significant

Major

Systemic

If appropriate, has the complainant been advised of their right to an independent advocate?

Yes

No

Does the complaint involve cultural sensitivities?

Yes

No

Has the complainant been advised of Escapades complaint process?

Yes

No

Has the complainant been advised of the timeframe and method? of response to their complaint by Escapades?

Yes

No

Outcomes

Action to be taken:

Outcome:

The logo for Escapades features a stylized tree where the leaves are represented by silhouettes of people of various ages. The word "ESCAPADES" is written in a curved font above the tree, and the phrase "grow with us" is written in a script font below the roots. The background of the slide has a large, light green wavy shape on the left and a grey wavy shape on the right.

[illegible]