

Kardel's mission  
is to  
**help people**  
with  
developmental  
disabilities have a  
**good life**  
and to **respect**  
their personal  
**choices**

## Appeal Process

Kardel welcomes outside investigation and recommendations pertaining to issues of quality. Depending on the nature of the complaints, people supported, staff, families, advocates, students/ volunteers may request external investigation from the following:

Advocate for Service Quality  
1-800-663-7867

CLBC: Quality Assurance office  
1-855-664-7972

The BC Human Rights Tribunal  
1-888-440-8844

Office of the Information and Privacy  
Commissioner for BC  
1-800-663-7867

Office of the Public Guardian & Trustee  
1-604-660-4444

Ombudsperson BC  
1-800-567-3247

Patient Care Quality Office (VIHA)  
1-250-370-8323

*For more information please contact:*

**Kardel**

209 2951 Tillicum Road

Victoria, B.C. V9A 2A6

Telephone: 250 382-5959 Ext. 232

Fax: 250 383-2835

E-Mail: [info@kardelcares.ca](mailto:info@kardelcares.ca)

[www.kardelcares.ca](http://www.kardelcares.ca)



## Resolving Complaints



[www.kardelcares.ca](http://www.kardelcares.ca)



## About Kardel

Kardel Consulting Services is an incorporated company, started in 1987 to provide community-based supports to people with developmental disabilities. Kardel operates 9 group homes, 1 day program for 20, a home share program, supported living program and a community inclusion program. Kardel is a host agency.

### Your concerns are important to us

We are committed to continually improving our services and being responsive to the needs of the people we support, their families, advocates, professionals and the community at large. Hence, we not only respond to complaints, but we welcome input and concerns that challenge us to continue to redefine best practice.

## Procedures

In situations of urgent health and safety concern or rights violations, the complainant should make immediate contact with the Program Manager, and if not available through the Director of Programs & Quality Assurance: 382-5959 ext. 232.

If a person has a concern, they are encouraged to speak directly to the staff member involved. A complaints/concerns form is available at all sites. You may request the form and complete it yourself; or give the information to the staff. If the staff does not resolve it, the staff will refer you to the Manager who will arrange a meeting or discuss the situation with you. If the issue is still not resolved, it is forwarded to administration that will contact you. You always have the right to contact external appeal processes listed in this brochure.

*“As family members, we appreciate the dignity and respect shown our daughter.”*

## Timelines

We are committed to resolving concerns in a timely fashion. If not resolved with the staff, the concern will be forwarded to a Manager within two working days, and the Manager will contact you within seven days. If still not resolved, it will be forwarded to administration within two days, and administrative staff will contact you within seven days. A written summary related to your concerns will be provided.

## Rights and Responsibilities



It is the responsibility of all Kardel staff members to deal with complaints in a prompt, effective, objective & comprehensive manner. Kardel staff are to inform any complainant of the Complaint

Resolution Process. All parties have a responsibility to deal with complaints with mutual respect. Any private and personal information is kept confidential from all parties other than those responsible for finding solutions to the concerns. For people that want assistance during the process of lodging a complaint, assistance may be arranged by contacting the Director of Programs and Quality Assurance through Central office 250 382-5959 ext. 232



### Our Promise to You

Kardel will make every effort to address the concerns of the people we support and stakeholders of our services in a comprehensive, timely, professional and sensitive manner. Complaints will not result in retaliation or barriers to service.

CARF accreditation was awarded to Kardel for our homes, community integration, home share program and supported living services