



The Centre For
Employment & Learning

www.thecentreforemploymentandlearning.ca



Client Complaint and Resolution Process of The Centres for Employment & Learning

The staff of The Centres for Employment & Learning of the Avon Maitland District School Board are committed to providing quality service to the community, stakeholders, learners and clients. We seek to work in an open and accountable manner that builds trust and mutual respect. We continue to improve our services by listening and responding to the views of the community, stakeholders, learners and clients. This includes both complaints and compliments.

The process for receipt of complaints is as follows:

The **Complaint and Resolution Process** is openly posted in a public place in The Centres. If required, complaint forms are available upon request via e-mail or in print copy;

Client complaints can be made to any staff member of The Centres. If the complainant does not agree with the response, then the complainant can ask to have the issue reviewed;

The review of the complaint is done according to the hierarchy of Avon Maitland District School Board: Site Co-ordinator, then Principal of Adult and Alternative Education, Superintendent of Education, then Director of Education, then the Board of Trustees.

It is our intention that complaints can be addressed and resolved through discussion in an atmosphere of mutual respect. If this goal cannot be achieved then the complainant may proceed to make the complaint in writing following the steps above.

The Centres for Employment and Learning

Clinton
Listowel

Exeter
Seaforth

Goderich
Stratford

Wingham