

Who can I talk to about my questions or Concerns?

Staff member, supervisor, or Executive Director

The Petawawa Military Family Resource Centre (PMFRC) has been supporting and celebrating military families at Garrison Petawawa for 25 years. We strive to provide exceptional programming and services to support our military families.

If you have any questions or concerns, please talk about it with the person who facilitated the program or provided you the service; or their supervisor. Official complaints can come directly to the Executive Director. It is best to talk about your concerns at the time and place that your concern happened.

PMFRC addresses any complaints, issues, or concerns brought forward in a timely and professional manner.

Each complaint will be reviewed by the Executive Director; in a case where the Executive Director is the subject of the complaint, the complaint will be brought to the attention of the PMFRC Board Chair.

Detailed information, as outlined on the back of this brochure is required to ensure all complaints are dealt with properly and promptly.

What happens if I complain?

Complaining won't compromise your access to service. PMFRC will formerly register your complaint, work with you to resolve it, and respond to you within 10 business days to explain our actions and/or decisions. If we cannot help you with your complaint, we may refer you to someone who can.

PMFRC staff and Board of Directors are committed to working together to resolve issues or concerns brought to our attention. Please feel free to contact the PMFRC for further information.

Full details regarding PMFRC Privacy Policy, please visit our website at www.CAFconnection.ca/Petawawa

HOW CAN I DIRECT MY CONCERNS?

PMFRC would like to hear your input and your experiences. Together we can make the PMFRC even better.



- Mail (attention Executive Director):
• 10-16 Regalbuto Avenue
• Petawawa, ON K8H 1L3



- In Person:
• 8:00 - 4:30 Mon—Fri
• (except stat holidays)



- Phone: 613-687-1641



- Email:
• **Executive Director** -
• Claudia.Beswick@forces.gc.ca
• **Board of Directors** -
• pmfrcbod@gmail.com



PETAWAWA

MILITARY FAMILY RESOURCE CENTRE



Community

Complaints or Concerns



www.CAFconnection.ca/Petawawa

PMFRC Complaint / Concerns Form

Please complete this form to ensure your complaint is processed without delay.		
Name:	Date:	
Phone:	Email:	

Nature of Complaint: (help us understand your complaint / concern, please provide details below). Attached additional documentation if required.

Your complaint / concern can be sent to the program supervisor, or directly to the Executive Director – PMFRC 10-16 Regalbuto Avenue Petawawa, ON K8H 1L3. Mark the envelope Personal and Confidential. Or send via email to Claudia.Beswick@forc.es.gca

Departmental Coordinator's Response:	Date:

Executive Director's Response / Action:	Date:

PMFRC Action Only	
Date Received:	Actioned By:
Action Taken:	

Follow Up Action Completed	
Date:	Followed Up By:
Action Taken:	