



Triple P.L.A.Y. Positive Leisure Activities for Youth

PO Box 2913 Kenora ON P9N 4C8 Phone 466-2785 Fax 467-2132 E-Mail: jp.tripleplay@gmail.com

Triple P.L.A.Y. Process & Appeal Procedures

Triple P.L.A.Y. wants to ensure the best possible service to our community; therefore we would like to know if you are not satisfied with our services. Your input can help us improve the quality of our service.

If you have a concern, please let us know. The following process and appeal procedure is available to you:

Step 1: The Triple P.L.A.Y. Coordinator

Talk with the Triple P.L.A.Y. Coordinator. Sometimes problems can arise from misunderstandings and a discussion may clear up the matter.

Jada Puls - Program Coordinator - Triple P.L.A.Y.

Phone: (807) 466-2785

Fax: (807) 467-2132

Email: jp.tripleplay@gmail.com

Step 2: The Triple P.L.A.Y. Executive Contact

If you are not satisfied with the Coordinator's explanation, and the problem is not resolved, please speak with the Triple P.L.A.Y. Executive Contact. The Executive Contact is in place to oversee the work done by the Triple P.L.A.Y. Coordinator. Please direct your concerns to:

Barb Jackson - Executive Contact - Triple P.L.A.Y.

Phone: (807) 467-5477

Fax: (807) 467-5553

Email: bjackson@fnw.ca

Step 3: The Triple P.L.A.Y. Executive Committee

If the Executive Contact does not satisfactorily resolve your complaint, you will be asked to submit your complaint in writing to the Triple P.L.A.Y. Executive Committee:

Triple P.L.A.Y. EXECUTIVE COMMITTEE

P.O. Box 2913

Kenora, ON P9N 4C8

They will then review all of the information as a committee and will get back to you within 30 days. You will receive a written response from the Executive Committee, outlining its position or recommendations for resolution.

In order for the problem to be resolved these steps must be followed in sequence.