



Triple P.L.A.Y. Kenora

Committed to supporting Positive Leisure Activities for Kenora's Kids!

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Triple P.L.A.Y. Question and Concern 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. You have the right to ask questions about decisions made by Triple P.L.A.Y., and the following process and appeal procedure is available to you:

Step 1: Talk with the Triple P.L.A.Y. coordinator

Sometimes problems can arise from misunderstandings and a discussion may clear up the matter. If you are not satisfied with the coordinator's explanation and the concern is not resolved, please move to step 2.

Step 2: The Triple P.L.A.Y. Coordinator Supervisor

The Triple P.L.A.Y. Coordinator's Supervisor is in place to oversee the work done by the Triple P.L.A.Y. Coordinator. They are responsible for the services you receive and the staff delivering those services. Please direct your concerns to:

Ashley Hendy, MSW, RSW
Clinical Manager, Firefly
Child & Youth Mental Health
Phone: 807-467-5593
Email: ahendy@fireflynw.ca

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

If the Supervisor does not satisfactorily resolve your question, you will be asked to submit your concerns 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.

It is important that you follow each of these steps in sequence.