

eccdc

early childhood community development centre



Customer Complaint Procedure



inspiring excellence in early learning and child care



ECCDC Customer Service

The Early Childhood Community Development Centre recognizes that proper attention to the concerns of its customers is an essential part of a well-managed and successful organization. Our customer complaint system has been created according to the following guiding principles.

The ECCDC's Commitment to its Customers

The ECCDC recognizes that:

- customers have the right to complain about any goods and/or services they purchased or received and to have that complaint dealt with;
- complaints can provide the organization with feedback about the goods and/or services it offers; and
- receiving a complaint gives the organization the opportunity to assess the impact on our community of certain goods and/or services.

The ECCDC Believes in Fairness

Complaint handling should be fair to all parties, and must allow everyone's views to be heard and taken into account in a balanced way.





The ECCDC Resolves Customer Complaints Effectively

Complaints received are required to be dealt with quickly and courteously. Those involved in responding to complaints have the authority and ability to decide remedies and to put them into effect.

Customer Complaint Procedures

1. Please notify us by telephone or in writing concerning any goods and/or service complaint at the address and/or telephone number on the back page of this booklet.
 2. We will promptly investigate your complaint and respond to you by telephone within 24 hours if you called us or had face-to-face contact, or in writing within 20 working days of receipt of your letter.
 3. If a goods and/or service complaint is not resolved within 30 days of the date it was registered with us in writing, you may refer the matter to the ECCDC's Chair President of the Board of Directors using the contact information on the back page of this booklet.
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Where to Get More Information

If you have further questions or concerns about the customer complaint practices of the ECCDC, please direct your questions to the Executive Director, in writing, with your contact information.



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