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**Community Connections
Support Services**
275 Rutland Road North
Kelowna, BC V1X 3B1
Phone: (250) 491-2907
Toll Free: (888) 491-2907



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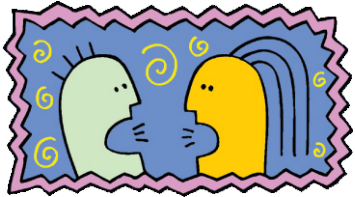
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concern? complaint? feedback?

we understand that occasionally there are going to be bumps along the road and you may want to let us know about challenges you are experiencing with our agency.

we are committed to a consistent approach to address any concern or complaint that comes our way and have a full-time quality assurance manager employed at the agency to help have these addressed.



Jackie Burnham, is available to talk with you about your challenges with

our organization and is most interested in hearing how we can work better for you.

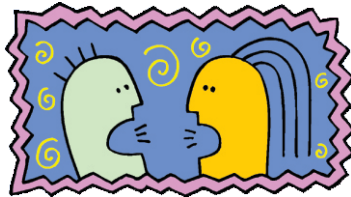
we use all the feedback that we get from our stakeholders to improve our services. We send around satisfaction surveys to the people we serve, interested others and our employees every year. This information provides us with great feedback about the areas in which we are doing well but more importantly those which could improve.

if you would like more information about our quality assurance efforts or to give us some feedback about how we're doing or express a concern or complaint, please contact Jackie. Her contact information is on the back of this card.

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