

IF YOU HAVE A PROBLEM AT THE LOFT....

You Can

#1 Talk to staff about your problem.

Talking is the quickest and easiest way to solve a problem.

Problem Not Solved?

#2 Call the Person in Charge

250-833-0164 press 1

Problem Not Solved Still?

#3 Call Ministry for Child and Family Development (MCFD) and ask to speak to complaints 1-877-387-7027

#4 Call the Help Line for Children 310-1234 (open 24 hrs)



You have the right to be heard!



When things go wrong:

- Tell someone you trust
- Ask for help
- You will not get in trouble!