

November 19 2018

**Opportunity to participate and contribute to the review of:-**

*Karabi Community & Development Services Inc P & P Vol.3: SPD&E  
Client Complaints Policy*

Karabi's Management Committee (MC) and staff are committed to quality client focused service delivery and sound management practices.

Karabi is reviewing it's Complaints Policy and welcomes your feedback.

Please answer the following questions in regards to our complaints policy. We have attached a copy of the policy and procedure as well as the complaints form for your reference.

Kind regards



Julie Bosley

Interim CEO

Karabi Community & Development Services



1. Do you know who to give a complaint to?.....

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2. In terms of how complaints are managed by Karabi, do you understand the process as outlined in the policy?.....

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3. Do you feel the complaints form is easy to use and fill in?.....

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4. Are you happy for us to call you to discuss further? YES/NO

If yes, please give your details:

Name:.....

Phone contact:.....