



## COMPLAINTS AND APPEALS FROM CLIENTS OR MEMBERS OF THE PUBLIC

### Policy

The Agency is committed to providing timely, effective, and respectful service to clients it serves and to members of the public. Notwithstanding the Agency's commitment to deliver inclusive, accessible and sensitive services, clients and others may have concerns about the services received. The Agency values and actively promotes input from clients and the public and is committed to respond to any complaints in a timely and sensitive manner.

Clients have the right to register complaints about all aspects of their service experience and seek resolution of these matters. The Agency informs clients and the public of their right to register complaints and appeal decisions. A record of client complaints is maintained and reviewed quarterly by the Management Team. The Board of Directors is informed in a timely manner of all written complaints and those that are deemed to be of a high risk nature. In addition, a summary of the themes of complaints is reported to the Board of Directors annually. This report includes the details of actions taken to address these complaints.

### Procedure

Clients who have concerns are encouraged to speak to their service provider.

If the complaint cannot be resolved to the client's satisfaction, the client can follow the steps outlined below:

1. The complainant may contact the worker's supervisor
2. The complainant may contact the Chief Executive Officer
3. The complainant may contact the Agency's Board of Directors
4. The complainant may contact the relevant professional college

Clients and members of the public may present their complaints verbally, in writing or select a third party to bring their complaint forward.

All client complaints received by the Agency and the solutions, attempted and achieved, must be documented and stored in the client's file.