

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

## **POLICY**

Family Service Regina is committed to providing timely, effective and respectful service to the clients they serve, and to the members of the public. Notwithstanding Family Service Regina's commitment to deliver inclusive, accessible and sensitive services, clients and others may have concerns about the services received. Family Service Regina 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. Family Service Regina 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.

## **PROCEDURE**

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

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

1. The complainant may contact the staff members direct supervisor
2. The complainant may contact the Chief Executive Officer
3. The complainant may contact Family Service Regina'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 clients' file.