

Client Complaint Resolution Process

Upon request, the CDC can refer clients to agencies providing legal and/or advocacy support, where available. Families/clients are free to utilize advocates to assist them within this Complaint Resolution Process, including speaking on the families'/clients' behalf. The CDC's Family Resource Worker can also act as a family/client advocate, if desired.

Procedure

1. Families shall receive written information about the complaint resolution process in the Family Handbook.
2. Families shall be encouraged to first take their concerns/complaint to the staff member involved, where appropriate. They shall also be informed that expressing concerns, complaints, and grievances will not result in any form of retaliation or barrier to service.
3. If the client and staff member are unable to resolve the matter, the family should speak with the immediate supervisor or departmental director. *Clients will be asked to complete the Client Concern/Complaint Registration form; however, inability or unwillingness to submit the complaint in written form will not be a barrier to dealing with the complaint.* Upon request, clients may use an advocate of their choice, or one may be provided to them. The supervisor shall discuss the matter with the staff member involved, where appropriate, and shall report back to the family *within 7 working days*. If the matter cannot be resolved in this manner, the family may take their complaint to the Executive Director. The Executive Director shall discuss the complaint with the staff member and supervisor involved and report back to the family *within 7 working days*. Complaints thought to have a potential for legal action should be taken to the *next meeting of the Board of Directors* by the Executive Director.
4. The Association shall attempt to resolve a client's complaint within two weeks *unless it goes to the Board level or beyond*. Once resolution has been achieved a written report shall be developed and distributed to all involved *within 2 weeks*. This report shall include recommendations and actions to be taken.
5. If the matter is still not resolved to the client's satisfaction and if the complaint relates to a provincially funded program, the client can forward the complaint to the appropriate ministry. The relevant contact information can be received from the CDC's front office staff.
6. Supervisor shall document the nature and date of the complaint, as well as the steps taken to resolve it. This shall be placed in the client's chart. Supervisor shall keep a copy for the purpose of annual review of complaint trends.
7. Allegations of physical or sexual abuse involving a staff member or volunteer shall be reported to the appropriate Ministry and, where required, to the police.
8. Complaints involving the Executive Director should be taken directly to the Board of Directors.
9. Complaints involving a member of the Board of Directors should be taken to the President of the Board. Complaints involving the President should be taken to another senior Board member.
10. Supervisors shall review complaints annually and provide a report to the Executive Director. Trends shall be identified and action plans developed if required. If a department has not received any complaints, this needs to be reported also.