

Category: Children's Services				REF.: CHNS #13
Subject: Client Compliments and Complaints				Page: Page 1 of 2
Original Date: 27-Apr-1989				
Date 26-Oct-1990	Date 26-Oct-1999	Date 14-Apr-2008	Date 27-Jul-2011	Date 9-Dec-2014
Revised/Reviewed	Revised/Reviewed	Revised/Reviewed	Revised/Reviewed	Revised/Reviewed

SUBJECT: Client Compliments and Complaints

POLICY:

The Centre welcomes on-going feedback from clients/parents/caregivers. Feedback is welcome in any of the following forms: in person, by telephone, in writing or electronically by email, diskette or otherwise.

APPLICATION:

Our goal is to provide services of the highest quality. Hearing families' compliments and concerns helps us to build on and improve our services. We will respond to any concerns that they may have.

PROCEDURE:

1. Compliments

- 1.1 If a family would like to compliment one of the Centre's employees, they are encouraged to contact the employee.
- 1.2 If the family would like the employee to be recognized within the organization, they can let the employee's Manager know verbally, in writing or electronically. Contents of the compliment are forwarded to the staff and included in the employee's annual performance appraisal.
- 1.3 The compliment is forwarded to the involved staff, filed and included in their annual performance review.
- 1.4 The Manager will ensure that the CEO is informed of compliments that are received.

2. Complaints

- 2.1 If a family has a concern about the service provided, they are encouraged to contact the therapist or employee who is working with their child. The employee will work with the family to resolve the situation.
- 2.2 If the situation is not resolved, or if a family member is uncomfortable approaching the employee, they can request assistance from the Manager.

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- 2.3 The parent may file a complaint with the Manager using the Client Compliment/ Complaint Form or by verbally providing the information required in the form. The following information is to be forwarded to the Manager:
- i The nature of the complaint.*
 - ii An outline of relevant circumstances*
 - iii Steps taken to resolve the issue.*
 - iv The action desired.*
- 2.4 Within 10 days of receiving the complaint, the Manager must work with the family to make a thorough inquiry into the complaint and to prepare a written report summarizing the problem, including the discussion with the family, the manager's recommendations and actions taken. The information in the written report will be communicated to the family in the appropriate format.
- 2.5 If the family is not satisfied with the action taken by the Manager, the parent may file a complaint with the CEO. The CEO will have ten days to review, investigate and respond to the parent's complaint.
- 2.6 All complaints reported to the CEO will be documented and the final results reported to the Board of Directors through the Program and Services Advisory Committee.

3. **Informing Families Regarding Procedure**

The compliments and complaints policy is included in the Family Guidebook that is given to each family at intake. The Client Compliments and Complaints Policy is also available on the Centre Website.