

Category: Children's Services Ref: CHNS #13
Subject: Client Compliments & Complaints Page: 1 of 2
Original Date: 15-Sep-1986 Latest Revision Date: 3-May-2024

Policy:

The Centre welcomes on-going feedback from clients/families/caregivers.

PURPOSE: Feedback or evaluation of service delivery is needed to ensure that services reflect the needs of children, families and stakeholders.

Application:

The Centre's goal is to provide services of the highest quality. Responding to the compliments and concerns of families helps us to build on and improve our services.

Procedure:

Feedback is welcome in any of the following forms: in person, by telephone, in writing or electronically by email or otherwise.

1. Compliments

- If a family would like to compliment one of the Centre's employees, they are encouraged to contact the employee or Program Manager.
- If the family would like the employee to be recognized within the organization, they can let the employee's Manager know. Contents of the compliment are forwarded to the staff and included in the employee's annual performance appraisal.
- The Manager will complete a Compliments & Complaints Form and these are forwarded to the Director of Clinical Services to ensure that the compliment is recorded in the Annual Report of Compliments and Complaints to the Board through the Program and Services Advisory Committee.

2. Complaints

- 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.
- If the situation is not resolved, or if a family member is uncomfortable approaching the employee, they can request assistance from the Manager.

Related Documents:

Amendments/Reviews:

Date	Comments
26-Oct-1990	
26-Oct-1999	
14-Apr-2008	
27-Jul-2011	
9-Dec-2014	
03-Jun- 2015	
02-Sep-2016	
09-Aug-2017	
10-Sept-2018	
19-Nov-2018	
3-Jun-2019	
6-Nov-2019	
05-Feb-2021	
08-Nov-2022	
3-May-2024	Reviewed