

Policy # & Name	1.0.18 COMPLAINTS AND APPEALS FROM CLIENTS OR MEMBERS OF THE PUBLIC			
Policy Type	1.0 Agency			
Created:	JUL 2019	Revised:		Reviewed: NOV 2021
Board Policy	1.2 Name of Board Policy			

POLICY

CFSPD 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, appeal decisions taken by the Agency, 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

For Clients:

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

If the complaint cannot be resolved, the following steps may be taken:

- The supervisor will contact the client within 14 business days and investigate.
- If still not resolved, the Manager in charge for the current fiscal year will contact the client within 14 business days and investigate.
- If still not resolved, Director of Programs will contact the client within 14 business days and investigate.
- If still not resolved, the CEO will contact the client within 14 business days and investigate.
- If still not resolved, the Agency's Board of Directors will contact the client and investigate.

For Members of the Public:

Members of the Public who have concerns are encouraged to contact the Agency by calling the Agency's reception at 905-450-1608 or emailing clientexperience@cfspd.com, and the Manager in charge for the current fiscal year will contact the complainant and investigate.

If the complaint cannot be resolved, the following steps may be taken:

- The Director of Programs will contact the client within 14 business days and investigate.
- If still not resolved, the CEO will contact the client within 14 business days and investigate.
- If still not resolved, the Agency's Board of Directors will contact the client and investigate.

Clients and members of the public may present their complaints verbally or in writing using the *Complaint Form for Clients or Members of the Public*. This form is available from agency staff, interns, students, or from the agency's website.

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

Refer to the Complaint Workflow for Clients/Member of the Public

REFERENCE:

- *Complaint Form for Clients or Members of the Public*
- *Complaint Workflow for Client or Member of the Public*

NOTE:

Effective January 2022 this policy replaces:

- OP 2.11 Client Complaint Process