

CATEGORY:	Standards of Conduct		
Policy:	Client Complaints	Number 8 - 60	
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Scadding Court Community Centre is committed to providing the best possible services to the residents of the communities it serves. SCCC is also committed to respecting and supporting the competence and integrity of its staff. To achieve this, there must be a process in place to register client complaints in a systematic fashion, which protects the integrity of staff and resolves the clients' complaints. A brochure explaining the client complaint process in various languages is available for clients.

Throughout these processes staff should take notes documenting issues, actions and resolutions. The steps in the process are as follows:

STEP 1:

If the complaint is received by the staff person providing services the client and worker must review the complaint as soon as possible.

If a staff person or volunteer is approached by a client who has a complaint, the staff person's responsibility is to ensure that the complainant understands the client complaint policy and procedures and the staff person's supervisor is to contact the person to whom the complaint is being directed. In such instance, the staff person providing service should be alerted to the existence of the complaint unless the client has asked that the information be treated confidentially.

In hearing a complaint, the staff person providing service may decide to be involved or consult the supervisor at any stage. This option should be seriously considered if the client brings a friend or advisor.

STEP 2:

If there is no successful resolution, the client has an opportunity to have the supervisor review the complaint.

If a client calls a supervisor to complain about a staff person or the service provided without going through STEP 1, the supervisor should hear the

complaint, but offer no action without discussing the matter with the staff person.

If the complaint has come through STEP 1, the supervisor will generally have initial contact with the client by telephone. If agreement cannot be reached over the telephone, a meeting may be arranged with the supervisor in order to review the complaint and seek resolution. The preferred method of resolution is to get all parties together but if the parties are unwilling they will be met with separately. The supervisor will advise the client in writing of the results of the meeting. If the worker and the supervisor fail to resolve the client's complaint, the client should be informed of the right to seek resolution through a meeting with the Unit Director to review the complaint. The client should be informed of the name and work phone number of the Unit Director if he/she wishes to pursue the complaint.

The Director/Manager should be informed of the complaint by the staff person's supervisor once a complaint enters into STEP 3.

STEP 3:

The Director/Manager will review the information from preceding attempts to resolve the complaint, and will arrange a meeting with the client to review the complaint if requested by the client. Prior to this, the Director/Manager will inform the supervisor and the staff person of the approach and seek any necessary consultation.

The Director/Manager will advise the client of the result of the meeting with the client in writing, within two weeks of the meeting. The Director/Manager will inform the Executive Director of the meeting with the client and the outcome.

STEP 4:

If the Director/Manager does not resolve the complaint, the matter may proceed to the Executive Director at the request of the client. The client should be informed of the name and work phone number of the Executive Director if he/she wishes to pursue the complaint. The Executive Director or designate will review the information from preceding attempts to resolve the complaint. Prior to this, the Executive Director will inform the Director/Manager, supervisor and the staff person of the approach and seek any necessary consultation.

The Executive Director will advise the client of the results of the meeting with the client in writing, within two weeks of the meeting.

STEP 5:

If the Executive Director does not resolve the complaint, the matter may proceed to a committee of the Board. The client should be informed of the name and work phone number of the Board Chairperson. The Executive Committee will review the information from previous attempts to resolve the complaint and will arrange a meeting with the client to review the complaint. Within four weeks of meeting the client, the Executive Committee will send a letter to the client setting out any agreement reached, or failing this, the committee's decision regarding the complaint.

The Executive Director should bring to the attention of the Board any complaints that have a negative impact on the organization's financial, legal and its public affairs.