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|  | **EMPLOYEE POLICIES**  Category: **Client Services** | |
| **Implementation:** September 1, 2013  **Reviewed / Revised / Approved**: March 2014, March 2019, October 2021 | Number:  AF-AC-S0004 | **CLIENT FEEDBACK/ CONCERN/ COMPLAINT** |

**POLICY**

**Purpose**

The purpose of this policy is to ensure that individuals, family members, health service providers and all other users of Canadian Mental Health Association – Sudbury/ Manitoulin (CMHA- S/M) services have their feedback, complaints or concerns dealt with fairly and appropriately. Additionally, that the complaint process provides opportunity for continuous quality improvement across CMHA-S/M programs. CMHA- S/M will ensure complaints, and feedback are followed up in keeping with CMHA-S/M values and commitment to service.

**Definitions**

**Feedback**

Feedback is defined as information, perceptions, or reactions shared by members of the public about the Agency, CMHA-S/M programs or a staff member’s performance. Feedback is used as a basis for improvement.

**Concern/ Complaint**

Complaint or concern is a written or verbal expression of dissatisfaction received from members of the public about the service, actions, or lack of action taken by CMHA-S/M as an organization, or by a staff member or volunteer acting on behalf of CMHA-S/M.

Where perceived concerns/ complaints cannot be addressed/resolved through informal processes, formal procedures shall take place in accordance with:

1. the procedures outlined below;
2. other policies and procedures of the Agency.

**Monitoring**

The CEO will report to the Board of Directors at least annually on the number and types of formal complaints received and the resolution.

**PROCEDURES**

Any person can initiate an informal discussion regarding feedback or a concern. The following steps will be taken to if someone wishes to submit a formal complaint.

**Formal Concern/ Complaint**

**Step 1** - People are encouraged to directly speak to the person with whom they have the concern or complaint.

**Step 2** - If your concern or complaint remains unresolved, either speak with or submit your concern or complaint in a written format to the Supervisor of the program. The Supervisor or their designate will respond within 5 working days. If the concern relates to the Supervisor of that program, either speak with, or submit your concern in writing to the Manager of the program.

**Step 3** - If your concern or complaint remains unresolved, either speak with, or submit your concern in a written format to the Manager of the program. The Manager will respond within 5 working days. If the concern relates to the Manager of that program, submit your concern in writing to the Director.

**Step 4** - If your concern or complaint remains unresolved, submit your concern in a written format to the Director. The Director will respond within 5 working days of receiving the complaint to confirm that the complaint has been received and discuss expectations. The Director will review all information about the concerns or complaint and will provide you with a written response to the complaint or concern within 20 working days. If the concern relates to the Director, you can direct your complaint to the CEO.

**Step 5 -** If your concern remains unresolved, you can forward a written concern to the CEO who will meet with you in person. You will be contacted within 5 working days to schedule a time to resolve the issue. The CEO will review all information about the concern and will provide you with a written response to the complaint or concern within 20 working days.

Note: If timelines cannot be met, the Complainant will be informed of the reasons and be given a revised timeframe.

**REFERENCE DOCUMENTS**

1. Feedback/ Concern/ Complaint form

AUTHORITY: CEO