

**BRENTWOOD  
POLICY AND PROCEDURE**

SUBJECT: _CLIENT COMPLAINT/DISPUTE RESOLUTION		SECTION:  ADMINISTRATION		POLICY #	
NEW: March 27, 2017	ORIGINATOR:		AUTHORITY & DATE: BRD. OF DIRECTORS		EFFECTIVE:
REVISED:	TBA		TBA		TBA
<p><b>PURPOSE:</b> To establish a procedure for clients to have their complaints heard and dealt with in a timely and respectful manner.</p> <p><b>POLICY:</b> Most client complaints will be resolved through informal discussions with program staff. However, some may require a more formal dispute resolution procedure.</p> <p><b>PROCEDURE:</b></p> <ol style="list-style-type: none"> <li>1. Clients who have a general grievance should be directed to talk to their Group Leader.</li> <li>2. Clients who have a complaint with a staff member should always be directed to talk to that staff member to discuss the matter. Most matters should be cleared up by talking directly one on one with whom one has a problem.</li> <li>3. In the event a resolution does not occur, a client's grievance will be taken to the Men's Program Manager/Women's Program Manager. He/She will arrange a meeting between the client and the staff member to discuss the issue, preferably the same day, or at the latest within 2 business days.</li> <li>4. In the event a grievance is not resolved by the Program Managers; the client may submit the grievance in writing to Human Resources. The Human Resources Department will respond preferably the same day but no later than 5 business days.</li> <li>5. If a complaint may place the agency at risk, the Program Managers will advise the Board Chair immediately. The Chair will advise the Board of Directors immediately if warranted and no later than the next board meeting.</li> <li>6. If the client still does not find satisfaction then he/she may request, in writing, for their grievance be taken to the Board of Directors.</li> <li>7. If necessary, the Board Chair will meet with the client and the Program Directors as soon as possible but no later than 10 business days.</li> <li>8. All information at this interview will be documented and signed by those present. All complaints are kept on file and an annual review is made of all complaints where trends are noted.</li> <li>9. If the issue is unresolved, the client may contact the Regional Program Consultant at the Erie St. Clair Local Health Integrated Network (LHIN). Contact information will be made available to the client if requested.</li> <li>10. The people to be contacted (in order) are Front-line Staff, Program Directors, Human Resources Department, Board of Directors, LHIN Program Consultant/Manager.</li> </ol>					