

## **Client Complaint Resolution**

In order to provide effective services to clients, the FVCDC believes in developing a partnership with parents, caregivers and community.

A healthy partnership includes clear and honest communication regarding both successes and concerns that may arise. Staff members are responsible for seeking regular feedback from parents and caregivers in order to maintain a healthy partnership.

From time to time, concerns may arise that require further assistance. Parents and caregivers (or community partners) are encouraged to deal with concerns through this Complaint Resolution Process. The process is available to families and community partners on our website and is referenced in the Welcome Guide provided to families during intake. Staff members may wish to discuss difficult situations with their Department Leader in order to facilitate a resolution.

The FVCDC will ensure that all complaints are dealt with fairly and in a timely manner. There will be no reprisal against parents or caregivers who lodge a complaint.

If a concern arises, the parents and caregivers or community partners are encouraged to:

1. Contact their child or youth's team member directly to discuss their concern(s).
2. Contact the team member's Department Leader if satisfaction is not reached with the team member.
3. Contact the Associate Director of Services if their concern has not been appropriately resolved with the Department Leader.
4. Contact the Central Executive Officer if their concern has not been appropriately resolved by the Associate Director of Services.
5. Follow the Complaints Resolution Process from the Ministry of Children and Family Development if they are unable to resolve their concern with the Central Executive Officer.

### **Procedure:**

When a complaint is received by a staff member the following will occur:

1. The staff member will respond as soon as possible and note the concern in the therapy notes along with the resolution, if one was reached with the

parent/caregiver.

2. If the concern is not resolved to the satisfaction of the parent/caregiver or community partner, the team member will inform the parent/caregiver or community partner of the complaint resolution policy and provide the name, email and phone number of their Department (or designate). The team member will inform the Department Leader (or designate) of the matter as soon as possible.
3. Within seven (7) working days of receiving the complaint from the parent/caregiver or community partner, the Department Leader (or designate) will contact the parent/caregiver or community partner, document the concerns on the **Complaint Resolution** form and collaboratively determine the desired outcomes, timelines, plan of action and review dates.
4. Within fourteen (14) working days of resolution, the Department Leader (or designate) will follow up with a letter to the parent/caregiver or community partner summarizing the action taken and outcomes.
5. If unable to meet the 14 working day deadline the reasons will be documented on the **Complaint Resolution** Form.
6. If the outcome is not to the satisfaction of the parent/caregiver or community partner, the matter will be referred to the Associate Director of Services within 5 working days. The Associate Director of Services will follow steps 3-5.
7. If the outcome is still not to the satisfaction of the parent/caregiver or community partner, the matter will be referred to the Central Executive Officer within 2 working days. The Central Executive Officer will follow steps 3-5.
8. If the concern is not resolved to the satisfaction of the complainant, they will be advised of the Ministry of Child and Family Development Complaints Process.
9. Once the complaint has been resolved, the completed original **Complaint Resolution** form will be forwarded to the Human Resource Manager. A “contact” note is entered into the client’s file in the ECR indicating that a complaint resolution form is on file with HR.
10. All concerns documented on the **Complaint Resolution** form and submitted to the Human Resource Manager are kept in a secure location and summarized in a yearly report for the Quality Improvement Plan.

#### Reference Policies & Documents

- [Complaint Resolution Form](#)
- [MCFD Complaints Process](#)