



Department: Agency	Approved by: Board of Directors	Number: A 8
Title: <b>Handling of Complaints by Clients and General Public</b>		
Date of Original Version: Dec. 2015	Reviewed Date: May 25, 2020	Revised Date: Sept. 25, 2024

### **Purpose:**

To ensure appropriate and consistent handling of complaints from participants of programs and services, or from the general public and that complaints are addressed promptly and respectfully.

### **Policy:**

- 1.1 Klinik will develop and implement procedures for the handling of complaints from people regarding dissatisfaction with services received, denial of services and/or a concern about the organization itself.
- 1.2 Whenever a complaint is made directly to the Board as a whole, or to an individual Board Director, it shall be referred to the Executive Director for review, appropriate action and a report to the Board.
- 1.3 The Board believes that complaints are best handled and resolved as close to the origin as possible and in a timely manner. Therefore, the proper channeling of complaints involving personnel, services, or the organization will be as follows:
  - i. Service provider
  - ii. Program Director
  - iii. Executive Director
  - iv. Board of Directors
- 1.4 If the complaint is concerning the Executive Director, the complaint shall be referred to the Board Chair for review and referral to the Board for appropriate action.
- 1.5 Any complaint about personnel shall always be referred back through proper administrative channels before it is presented to the Board for consideration and action.
- 1.6 Complaints that cannot be resolved by the administration and any appeal of the Executive Director's decision shall be handled by the Board through written correspondence.

### **Procedure:**

The organization and staff will ensure that the complaints policy is available to those who may wish to exercise their right to make a complaint by posting the guidelines (see Exhibit 1) in the building and on the website and sharing with them with potential complainants.

The following process will be followed to address complaints:

1. Individuals are encouraged first to discuss the matter with the staff person who has dealt directly with them regarding services. However, it is recognized that this is sometimes difficult to do. If the complainant feels that they cannot raise the matter

directly with this person, they are encouraged to raise the matter with the appropriate program director, by telephone or in writing.

2. If the individual has raised the matter with a staff person and it remains unresolved or unsatisfactory, they should contact the appropriate program director by telephone or in writing.
3. If the matter still remains unresolved, the person should contact the Executive Director by telephone or in writing.
4. If after dealing with the complaint at a staff level, the matter remains unresolved the person may write to the Board of Directors to outline their complaint, or to appeal any decisions regarding their services.
5. If the complaint is about the Executive Director, individuals should be encouraged initially to discuss the concerns directly with the Executive Director in an attempt to resolve the matter. If the complainant feels that they cannot raise the matter directly with this person, they are encouraged to raise the matter with the Board Chair in writing.
6. If the matter still remains unresolved, the person should be requested to submit the complaint in writing to the Board of Directors.

#### **References / Related Documents:**

A8 Ex1 – Klinik Complaint Guidelines (also posted on Klinik website)

A8 Pr2 – Client Complaint Documentation