KLINIC COMPLAINT GUIDELINES

WHAT SHOULD I DO IF I HAVE A COMPLAINT REGARDING KLINIC?

Klinic is committed to ensuring complaints regarding the services you receive are addressed promptly and respectfully. If you have a complaint about the service you have received, please speak directly with your Service Provider about your concerns.

IF you do not wish to raise your complaint with the service provider that you have been working with, or you feel this person has not dealt with your complaint to your satisfaction, you can speak to or write the Program Director by contacting the Executive Assistant about your complaint who will ensure that your complaint is directed to the appropriate Program Director.

To contact the Executive Assistant, call (204) 784-4018 or email complaint@klinic.mb.ca.

WHAT WILL HAPPEN WITH MY COMPLAINT?

When your complaint is received, the Program Director will gather information from you about the complaint. A meeting may be arranged with you by telephone or in person to discuss your complaint. If you wish, you can invite a support person to the meeting if you feel this would assist you in bringing your complaint forward. It would be your responsibility to talk about your complaint at the meeting, your supporter could be helpful in prompting you on the issues you wish to raise at the meeting. A decision will be made about your complaint by the Program Director. You will receive a letter about the decision made.

WHAT IF I DISAGREE WITH THE DECISION?

You may appeal the decision by contacting the Executive Director of Klinic. The Executive Director will review all the information gathered and may interview both you and the staff involved. The Executive Director will then make a determination on the appropriateness of the decision made in dealing with your complaint.

To contact the Executive Director, call (204) 784-4075 or email complaint@klinic.mb.ca.

IS THIS THE FINAL APPEAL?

If you feel that the results of the above investigations have not resolved your complaint, then you can make a direct appeal in writing to the Board of Directors.

Written complaints can be directed to:

Chairperson, Board of Directors
Klinic Inc.
167 Sherbrook St. Winnipeg MB R3C 2B7

Or by email: boardchair@klinic.mb.ca