

## **KLINIC COMPLAINT GUIDELINES**

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

Klinik 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 and you do not wish to raise your complaint with the staff person 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 Director of Operations about your complaint.

To contact the Director of Operations, call (204) 784-4090 or email [klinik@klinik.mb.ca](mailto:klinik@klinik.mb.ca).

### **WHAT WILL HAPPEN WITH MY COMPLAINT?**

When your complaint is received, the director will gather information from you and the staff member. 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. Although 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 Director of Operations. 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 Klinik. 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) 784-4090 or email [klinik@klinik.mb.ca](mailto:klinik@klinik.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:

Chair, Board of Directors  
Klinik Inc.  
167 Sherbrook St.  
Winnipeg Manitoba  
R3C 2B7 Canada

Or by email: [klinik@klinik.mb.ca](mailto:klinik@klinik.mb.ca)