

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, 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, please contact the Program Manager. If you are unsure how to reach the Program Manager/Director /Director please contact call (204) 784-4018 or email klinik@klinik.mb.ca and your concern will be forwarded to the person responsible.

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.

WHAT WILL HAPPEN WITH MY COMPLAINT?

Klinik is committed to ensuring that complaints are addressed promptly and respectfully. When your complaint is received, the Program Manager/Director will gather information from you about the concern. A meeting may be arranged with you to discuss your complaint. You are welcome to invite a support person to the meeting if you feel this would assist you in bringing your complaint forward. A decision will be made about your complaint by the Program Manager/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 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) 784-4075 or email 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:

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

Or by email: klinik@klinik.mb.ca