



## **Client Complaints – Our Policy**

Clients has the right to speak and to be heard; their opinions are valued. In that regard, the Branch encourages clients to provide feedback on the services they receive. The Branch espouses a culture of no blame, no shame when it comes to addressing client feedback. At no time should a client be concerned about retribution should they bring forth a complaint. At all times, the Branch's priority is for the safety and well-being of its clients and employees.

### **If you are unhappy with the services you have received....**

1. First, talk to the person involved. Sometimes problems arise based on a misunderstanding or misinterpretation and can be resolved quickly and informally through direct communication. We do recognize that such an approach is not always possible. That's why we have a formal complaint process.
2. Contact the immediate manager and/or prepare a formal complaint by obtaining a copy of the complaint form.
3. Complete the complaint form with as much detail as you wish and submit it to the Branch.
  - You will receive an acknowledgement of your complaint within two (2) working days.
  - The Branch will investigate your complaint and provide you with a written response within ten (10) working days.
  - If you are not satisfied with the response, you can continue the complaints process with a higher level of management

### **Please Note:**

- The Branch will provide or arrange for the provision of accessible formats and communication supports upon request.
- You can file a complaint at any time, but the sooner a complaint is made, after an event, the easier to clarify information and to resolve this issue
- You can file a complaint anonymously – it will be accepted and the issue will be addressed as much as possible
- Filing a complaint does constitute your consent to disclose personal health information so that the person against whom a complaint has been made can explain his/her actions – but this only includes information relevant to the complaint