



## CLIENT GRIEVANCE

### PURPOSE

In the event that a member of the public or a client feels he/she is receiving less than adequate service or has been unfairly treated and no satisfactory solution has been found, he/she has the right to file a formal grievance in either official language.

### PROCEDURES

- 1) In the event that a member of the public or client has an issue with a staff member of CMHA, he/she is to speak with the staff member to clarify the issue and to seek a satisfactory solution. If the individual is uncomfortable approaching the staff member alone, they can ask another individual or staff member to assist them in raising this issue with the staff member.
- 2) If no resolution to a problem is achieved following discussion with the staff person, the member of the public or client may file a formal grievance.
- 3) All staff must assist any member of the public or client wishing to register a grievance.
- 4) All clients must be advised of their right to grieve as part of the orientation procedures. This grievance procedure should be posted for public viewing in areas where clients can see it.
- 5) A grievance may be filed at any time, however, the sooner it is presented after the event in question, the more possible it is to verify clearly what happened.
- 6) A grievance is processed in the line of supervision. Any grievance usually, therefore, is presented to the Team Supervisor unless it concerns the action of the Supervisor, then it is given directly to the Program Director where appropriate.
- 7) Grievances are submitted to the Team Supervisor who will meet with the individuals to negotiate a solution and will provide a written report of the outcome to the member of the public or client and to the Program Director where appropriate within five working days.
- 8) If the client remains dissatisfied with the response, the Program Director where appropriate, will meet with the individuals concerned to review the situation. The Program Director will provide the member of the public or client with a written report of the outcome of the meeting within five working days. At this point, copies of all documents are sent to the Executive Director.
- 9) If the member of the public or client remains dissatisfied, he/she may write a formal grievance in either official language to the Executive Director to appeal the decision of the Program Director. The Executive Director will write a response with a decision within five working days. The Executive Director's decision is considered final within the agency.
- 10) If the member of the public or client has a grievance against the Executive Director, he/she may write a formal grievance in either official language to the Board of Directors. The Board of Directors will write a response with a decision within ten working days.
- 11) For reasons of confidentiality, formal grievances will not be filed in the client's dossier but will be maintained in a central file at the C.M.H.A. office.

| Document History / Historique du document |                |                    |               |
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