



Canadian Mental  
Health Association  
Champlain East  
*Mental health for all*

Association canadienne  
pour la santé mentale  
Champlain Est  
*La santé mentale pour tous*

Category: Branch Programs

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## Client complaint policy / Procedure Intended for Clients

### Policy

Clients have 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 promotes 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 not satisfied with the services you have received, please follow these steps:

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. You may also ask another individual or staff member to assist you in raising this issue with the person involved. We do recognize that such an approach is not always possible. That is 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 on our website or by requesting a copy. Complaints are processed in the line of supervision.
3. Complete the complaint form with as much detail as you wish and submit it to the Branch.
  - a. You will receive an acknowledgement of your complaint from the Manager (or designate) within two (2) working days.
  - b. The Manager (or designate) will investigate the complaint and explore possible solution. The Manager will provide a written report of the outcome within five (5) working days.
  - c. If you remain dissatisfied with the response, the Program Director (or designate) will meet with you to review the complaint. The Program Director will provide you with a written report of the outcome of the meeting within ten (10) working days. At this point, copies of all documents are sent to the Executive Director.
  - d. 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 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 it becomes 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.
- To ensure confidentiality, client complaints will not be filed in the client's file, but will be maintained in a central file at the branch office.