

**THE CRIDGE CENTRE FOR THE FAMILY
POLICY MANUAL**



SECTION: WORKPLACE GUIDELINES

NUMBER: 5.6 – Complaint Procedure

DATE APPROVED: August, 2004 LAST REVISED DATE: January, 2011

When dissatisfaction is expressed – from a client or from a member of the public – two points must be clarified immediately:

- a) Is the complainant speaking to the right person?
- b) Is this an official complaint?

With regard to a) it is preferred that the complainant first speak to the staff person who has been perceived as causing the dissatisfaction.

With regard to b) it must be established that this is a true complaint as opposed to the need to talk over a problem, pass on some information or ask for help. If there is any doubt in the mind of the employee, he or she must ask, “Are you registering a complaint?” If the answer is “yes” the following procedure must be followed, no matter how minor the matter may appear to the employee.

Once the above points are dealt with, the complainant must register the complaint verbally or in writing. A staff person receiving a verbal complaint **MUST** write a report of the complaint at the time, and read it back to the complainant to ensure accuracy.

Any and every complaint must be reported to the program manager, without exception.

The posted complaint procedure for clients reads as follows, with some minor variations reflecting names of programs or licensing bodies:

The Cridge Centre for the Family

WHAT TO DO IF YOU HAVE A COMPLAINT

- We want to give the very best service to you and your family. If anything is not to your satisfaction, you will be helping us all by bringing the matter to our attention.
- If you have a complaint, we suggest that you discuss your concern with the staff person involved.
- If need be, please feel free to bring the matter up with the Manager of the program or service.
- If the manager of the department cannot resolve the matter for you, you are welcome to ask for an appointment with the CEO who will ask you to bring the details of your complaint in writing. Please call 250-995-6403.
- If you wish to appeal the CEO's response, you may ask that your complaint be referred to the Board of Directors.
- If you wish to raise your concerns elsewhere, the following telephone numbers may be of help. If you do complain to any of the offices shown below, we would appreciate it if you would let us know.

General and program specific numbers are provided, such as, but not limited to:

Community Care Facilities Licensing

B. C. Council of Human Rights

Office of the Ombudsman

Deputy Minister/Children & Family Dev

Better Business Bureau

Ministry of Labour: Employment Standards

Residential Tenancy Branch

Vancouver Island Health Authority

B.C. Housing

Assisted Living Registrar