

Client Feedback – Policy

CATEGORY	Continuous Quality Improvement	NUMBER	F19
SUBJECT	Client Feedback	DATE	O – November 2010 R – January 2021

POLICY

1. As Part of the Centre’s quality management, client and families will be provided with an easy process for sharing their concerns, complaints, feedback and opinions.
2. Multiple methods for forwarding concerns in person, telephone, in writing, or through the website are available.

PROCEDURE

Clients and Families will be encouraged to follow the complaint process as follows:

1. Concerns complaints and opinions can be forwarded through the centre website under “Contact Us – Concerns and Complaints” or “Contact Us – Your Opinion Matters”.
2. Via E-mail to: info.forwarding@ctc-ck.com
3. Direct communication is also encouraged.
4. When aware of concerns, staff encourage clients and families to follow the complaint process as follows:

Step One:

Express your concern directly with the staff member involved. If you are unsure of who to talk to about your concerns, ask reception for help. The staff member will listen, discuss the issue with you and work with you to find a solution. If this does not help, or you do not feel comfortable addressing your concern with the staff member, go to Step Two.

Step Two:

If you are not satisfied with how the concern was addressed by the staff member, you may bring your concern to the attention of their supervisor. Our receptionist can connect with their supervisor. The supervisor will contact you within 5 working days. The supervisor will discuss your concern and will work with you to find a solution. If this does not help, go to Step Three.

Step Three:

If a resolution has not been found, a meeting can be scheduled with the Executive Director to work together to address your outstanding concerns. This can be arranged by phoning the Centre and asking to speak with the Executive Director.

Step Four:

Where a complaint cannot be easily resolved, or the complainant is not satisfied with the results, the Executive Director will invite the individual to complete a formal complaint for additional input and follow up. A formal complaint is completed in writing and includes basic contact information including name, phone number and email address and the outstanding concern.

Approved By:



— Donna Litwin-Makey, Executive Director

Updated: January 27, 2021