

Client Feedback – Policy

CATEGORY	Continuous Quality Improvement	NUMBER	F19
SUBJECT	Client Feedback	DATE	O – November 2010 R – March 2024

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. At any time, clients and families can share their ideas or inputs into the way we provide services to better enhance the experience for families.
2. Multiple methods for forwarding concerns in person, telephone, in writing, or through the website are available.

PROCEDURE

The Children’s Treatment Centre of Chatham-Kent encourages clients and families to address any concerns directly with the staff member providing your family services. However, we understand that this method might not be for everyone. Clients and families are encouraged to follow the complaint process as follows:

1. Concerns, complaints, and opinions can be forwarded through the centre website at <https://ctc-ck.com/contact-us/>
2. Via E-mail at info.forwarding@ctc-ck.com
3. Via phone at 519-354-0520 ext. 0
4. Direct communication with staff member is encouraged.
5. 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 them to complete a formal complaint. A formal complaint is completed in writing and includes basic contact information including name, phone number and email address. All formal complaints are reviewed by the Board of Directors.

Approved By:

A handwritten signature in black ink that reads "Donna Litwin-Makey". The signature is written in a cursive, flowing style.

Donna Litwin-Makey, Executive Director

Updated: March 11, 2024