

## Client Feedback - Policy

<b>CATEGORY:</b>	F - Quality & Risk Management	<b>NUMBER:</b>	f19
<b>SUBJECT:</b>	Client Feedback - Policy	<b>DATE:</b>	O: November 1, 2010 R: March 27, 2025

### POLICY

#### Client Feedback and Complaint Policy

##### Policy

As part of our commitment to quality management, the Children's Treatment Centre of Chatham-Kent provides clients and families with an accessible process for sharing concerns, complaints, and feedback. Clients are encouraged to share their input to improve our services and overall experience. Feedback can be submitted in person, by phone, in writing, or through our website.

##### Procedure

#### Step 1: Direct Communication

Clients are encouraged to first address concerns directly with the staff member involved. If unsure who to contact, reception can assist. The staff member will listen, discuss the issue, and work toward a resolution.

**At any point in the process, if clients or families are uncomfortable speaking with a staff member, they may submit their concerns via the website, email, or phone (see options below).**

If the issue remains unresolved or the client is uncomfortable addressing it with the staff member, proceed to Step 2.

#### Step 2: Supervisor Review

If the issue is not resolved, clients may escalate their concern to the staff member's supervisor. Reception can facilitate this connection, and the supervisor will respond within

five business days to discuss and seek a resolution. If further action is needed, proceed to Step 3.

### **Step 3: Chief Executive Officer Meeting**

If a satisfactory resolution is not reached, clients may request a meeting with the Chief Executive Officer. This can be arranged by contacting the Centre.

### **Step 4: Formal Complaint Process**

If the concern remains unresolved, clients may submit a formal complaint in writing, including their name, phone number, and email. The Chief Executive Officer will access additional resources based on Board or Ministry direction to address the concern, such as facilitation or third party review.

### **Alternative Contact Methods**

At any time in the process, if families prefer not to speak directly with staff, they may forward complaints through the following channels:

- **Website:** <https://ctc-ck.com/contact-us/>
- **Email:** info.forwarding@ctc-ck.com
- **Phone:** 519-354-0520 ext. 0

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, Chief Executive Officer