

# FTP-PP 4.11: CLIENT COMPLAINT PROCESS

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**POLICY:** Family Transition Place is committed to working effectively and cooperatively with clients. Clients have the right to ask questions and express concerns or objections regarding FTP services and to have their concerns dealt with promptly. Clients will be advised of the complaint process through the web site, brochures and through staff discussions.

**PROCEDURE:**

1. Should clients indicate / state that they have concerns or objections regarding the agency's programs, services or employees, clients will be:
  - Directed to the brochure that outlines the Complaint Process.
  - Encouraged to speak directly to staff about their concerns or objections.
2. Should the client indicate that their concerns were not adequately addressed or resolved by the employee's response or actions, the client will be provided with the contact information for the appropriate Program Manager.
3. Should the client indicate that their concerns have not been adequately addressed or resolved by the staff or Program Manager they will be provided with the contact information for the Executive Director and directed to submit their complaint in writing.

The Executive Director will:

- Meet with the client within 14 days of receiving the complaint
  - Speak to the employee(s) involved and arrange a meeting and may invite them to a meeting with the client
  - Respond to the client, in writing within 7 working days, advising the client of the decision and any action to be taken.
4. Should the client indicate that their concerns have not been adequately addressed or resolved by staff, Program Manager or Executive Director, they will be provided with the contact information for the President of the Board of Directors and directed to submit their complaint in writing.

The President of the Board of Directors will:

- Respond in writing to all parties within 5 days confirming the client's intention to appeal and state the date and time of an appeal hearing.
  - Meet with client and the other concerned parties within 14 days of receiving the appeal
  - Provide a written decision to the client within 7 days of the meeting.
5. Should the client indicate that their concerns have not been adequately addressed or resolved by the President of the Board of Directors, the client will be provided with the contact information for the appropriate contact at the government Ministry or department which funds the service and /or the local Member of Provincial Parliament.

**REFERENCE MATERIAL:**

[Do You Have a Complaint Brochure](#)

**FORMS USED WITH THESE PROCEDURES: N/A**

Effective Date	Last Review Date	Approved By	Comment
Feb 2013	May 2019	Executive Director Management Team	Reviewed – no updates