

## **CLIENT FEEDBACK AND COMPLAINT PROCEDURE**

### **Policy Statement**

Woolwich Community Health Centre affirms the right of clients to express their suggestions, dissatisfaction, complaints and grievances. WCHC will respond to all expressed concerns with a commitment to try and resolve them.

In the case of alleged professional misconduct, the complaint will be dealt with by both WCHC and the practitioner's professional governing body.

### **Procedures**

For all complaints the following will take place (see Appendix 3.2.2 for Client Complaint Procedure Posting):

- The client will be encouraged to try to resolve the issue directly with the staff person involved.
- If the issue cannot be resolved, the client will be asked to put their complaint in writing and send it to one of the health centre management staff:
  - To the Director of Clinical Services, if the issue is related to primary health care services
  - To the Program Coordinator, if the issue is related to group programs or outreach activities
  - To the Executive Director, if the issue is related to organization-wide policy.
- If the client is not comfortable with making a written complaint<sup>1</sup>, they will be encouraged to contact management staff by phone or other means comfortable for the client.
- Management staff will investigate the complaint. Within two working days of receiving the complaint, management staff will contact the client to acknowledge the complaint has been received and establish an agreed-upon timeframe for resolution. Management staff will then follow up in person and/or in writing within a reasonable timeframe.
- If the client complaint is still not resolved to the client's satisfaction, they will be asked to send the complaint in writing to the Chairperson of the WCHC Board of Directors.
- The Board Chairperson will form a Complaint Review Committee to investigate the complaint and prepare a written response. This process may include a meeting with the client and another person they may want for support or consultation. The Complaint Review Committee will include the Chairperson of the WCHC Board, a staff person from WCHC (chosen by the Executive Director), the Executive Director of WCHC, and a person from the community mutually chosen by the client and the Board Chairperson.

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<sup>1</sup> Clients with disabilities, or who are otherwise unable to or uncomfortable with providing a written complaint, will be encouraged to use any other means that feels appropriate to them, including providing their feedback in person, by telephone, or by delivering an electronic text by email or on diskette.