

EXTERNAL COMPLAINTS POLICY and PROCEDURE

PURPOSE

The following policy and procedure describes the approach and process that will be undertaken in the event that a client wishes to lodge any complaint regarding the services provided by Parya Trillium Foundation (“Parya”) that would not be complaint under the Ontario Human Rights Code Policy (discrimination or harassment).

Scope

Clients

Parya Trillium Foundation welcomes suggestions and feedback from its clients as this will assist organization to assess and evaluate service delivery. Complaints will be treated with strict confidentiality and there will be no retribution for any complaints made in good faith.

Clients (complainants) are encouraged to complete a complaint form (see Appendix A) and place it in a sealed envelope. The envelope must be given to program manager.

Complaints Procedure:

1. Complaints may be made in person, by telephone or in writing, as determined by the client. Anonymous complaints will not be accepted.
2. Staff receiving the complaint will encourage clients to discuss their issue(s) with the person with whom they have the complaint, if possible. If the client still wishes to file a complaint, staff will advise them of the complaints process, providing complaint form.
3. Staff receiving the complaint will inform the Manager that one has been made. The complaint will be recorded in client’s case note and kept in complaint file with the office manager along with actions taken.
4. The Manager will speak with the complainant to arrange an appointment in order to further discuss the issue(s). An appointment will be scheduled on a mutually agreed date and time. The Manager will subsequently meet with staff that are involved in the complaint to hear his/her perspective. The manager may require more information and may make further inquiries as necessary. Manager will then make a decision with respect to the outcome of the complaint.
5. The Manager will inform the complainant of the decision.

**APPENDIX A
Complaint Form**

Parya Trillium Foundation welcomes suggestions and feedback from its clients as this will assist organization to assess and evaluate service delivery. Complaints will be treated with strict confidentiality. Clients (complainants) are encouraged to complete this complaint form and place it in a sealed envelope. The envelope must be given to manager. The manager will contact complainant for more information.

Name of person making complaint:

Telephone number:

Address:

Who is the complaint against?

Nature of complaint (include details, who, what, when, where):

✘

Signature of Complainant

Date:

Actions taken:

✘

Signature of Manager

Date: