

ORGANIZATIONAL POLICIES

CLIENT/COMMUNITY FEEDBACK OR COMPLAINTS

<i>Approved:</i>	<i>December 8, 1994</i>	<i>By: Board of Directors</i>
<i>Revised and Approved:</i>	<i>July 20, 2000</i>	<i>By: Board of Directors</i>
<i>Reviewed & Approved:</i>	<i>2009</i>	<i>By: Board of Directors</i>
<i>Next review date:</i>	<i>2014</i>	

POLICY:

Clients and community members have a right to comment on or to complain about any aspect of LAMP or the service or lack of service they have experienced here. Suggestions, praise, criticism and/or complaints from clients, program participants and community members can help us to improve. Staff will receive the input in an open, positive and professional manner, and follow up appropriately.

The Executive Director will inform the Board of Directors of any complaints that may pose a risk to the organization as well as any that relate specifically to the performance of the Executive Director.

PROCEDURE:

- LAMP will provide boxes in waiting rooms and program areas to receive written comments and a phone line to receive verbal comments.
- Comment boxes, and voice mail will be cleared regularly.
- The Executive Director or his/her designate will read the comments and:
 1. Phone or write, in a timely manner, to those who have identified themselves and asked for a response.
 2. Report to managers, staff, and Board, in a timely manner, using the usual communication mechanisms so that the feedback can be used in evaluation and planning.
- Staff will tell clients and community members about these avenues for input.

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Where a client has a complaint about a staff member, volunteer, or student, the client will be encouraged to talk to that person.

If the client cannot speak with the person for whatever reason or gets no satisfaction in speaking with the person, then the complaint should be brought to the attention of the team leader, immediate supervisor or the manager. The complaint will be investigated as quickly as possible and every effort will be made to resolve the situation informally.

If the situation is still not resolved, clients have the right to take the complaint to the Executive Director, who is ultimately responsible for all staff, volunteers and students.

Where the complaint involves a racist act, a human rights violation or a breach of client confidentiality, the procedures under those policies will be followed.

Where there has been an alleged violation of professional conduct the client may also wish to complain to the appropriate professional organization to which the staff member belongs.

All complaints shall be recorded by the relevant supervisor and forwarded to the Admin/Human Resources Manager who will prepare an annual incident report for the management team.