

## **Client Complaints and Appeals**

### **Policy**

All clients involved with Family Services Perth-Huron (FSPH) are entitled to professional, confidential service. Within the various policy guidelines of the Agency, clients and others are encouraged to express any concerns, complaints or appeals they may have regarding the service(s) provided to them by and through the Agency. This includes any complaints concerning the privacy practices for personal health information.

The process for reviewing complaints shall ensure that there is no conflict of interest.

Clients utilizing the complaints and appeals process will be respected in providing feedback and not face retaliation or breach of confidentiality where possible.

Client feedback may assist in the identification, removal and prevention of barriers to accessibility.

Any client of Family Services Perth-Huron or member of the community who feels he/she has been unjustly treated by an employee of the Agency, has the right to complain formally to the Agency.

### **Procedure**

Staff are trained in the handling of complaints and appeals and will make available this process as necessary. The FSPH Privacy Officer will be involved regarding any complaints concerning the privacy practices for personal health information as per contractual agreements.

1. As a first step, we request that any client who feels unjustly treated make an effort to reconcile the problem with the employee of the Agency who is involved, and convey directly the nature of the concern or complaint.

If a person has a disability the concern may be provided in person, by telephone, in writing, electronically or by other reasonable methods.

2. If the client feels unable to complete Step #1, or is unsatisfied with the results following Step #1, the client should request an interview with the employee's Supervisor.
3. A meeting to discuss the concerns or complaints will be held within one week of a request where this is feasible and possible.

4. If the client continues to be dissatisfied with the results following steps #2 and #3, he/she will be requested to make a formal written complaint using the Client Complaint Form to the Executive Director. Individuals with disabilities will be accommodated in the communication modality they require.
5. The Executive Director or designate will respond to the client within one week, in an attempt to resolve the issue.
6. If the client is still unsatisfied with the results after step #5, the Executive Director will, upon the request of the client, submit the written complaint to the President of the Board of Directors of Family Services Perth-Huron.
7. Client's issues may be presented to the Board without identifying client name if requested. Sensitive issues presented to the Board will be reviewed in camera when reviewed at Board meeting.
8. The President of the Board of Directors will, if necessary and appropriate, delegate a committee to review the complaint and make recommendations. The decision and recommendations of the Board of Directors to the complaint will be final.

#### **Family Counselling and Hospice**

- a. Staff members will notify the FSPH Privacy Officer as soon as possible regarding any complaints concerning the privacy practices for personal health information.
- b. The Privacy Officer will determine with the Executive Director the steps to handle a privacy complaint regarding other Health Service Providers.

*PHIPA (The Personal Health Information Protection Act 2004)*

*See Ontario Regulation 299/10 of the Services and Supports To Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008; Quality Assurance Measures*

***See also:** FSPH Personnel Policy Manual Safety in the Workplace: Harassment Policy, Sexual Harassment, and Violence in the Workplace, Employee Complaint Procedure for Discrimination, Harassment or Violence  
Code of Ethics/Vision/values/Mission in Policies and Procedures  
Serious Occurrence Reporting in Policies and Procedures*

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