

OUR COMPLAINT PROCESS

If you have a complaint...

- Attempt to settle issue quickly and simply by discussion with our CMHA worker with whom the complainant has direct contact.
- If it is preferred not to discuss the issue with this person or if not satisfied with the response, please attempt to connect with respective management staff before deciding to lodge a formal complaint.
 - o If management staff is able to resolve the current complaint, then he/she will prepare and send a report to the CEO.
 - o If management staff in unable to resolve the issue then a formal complaint may be lodged.



PERSON WITH COMPLAINT (COMPLAINANT)

- Submit details of complaint (in writing, by phone or in person) to the CEO.
- If the complaint is by telephone, the CEO will document the complaint for presentation to the complainant who will be asked to confirm that the written report is accurate.





CHIEF EXECUTIVE OFFICER (CEO

- Assign a management employee to investigate the issue where appropriate.
- Within two (2) working days, provide the complainant with the name and phone number of the investigating management employee, and details of the complaints procedure.





MANAGEMENT

- Completes the investigation and provide written response to the complainant as soon as possible and no longer than four (4) weeks.
- If more than two weeks is required to complete the investigation, provide the complainant with an update on the status of the investigation.





PERSON WITH COMPLAINT (COMPLAINANT)

• If not satisfied with the response, lodges a complaint with the Chair of the Board of Directors.





PERSON WITH COMPLAINT (COMPLAINANT)

• Submit a written explanation of source of dissatisfaction to the Board of Directors within four weeks of receiving written results of the investigation by management employees.





BOARD OF DIRECTORS

- Review complaint at next Board meeting.
- Provide complainant with written decision within six weeks of meeting.