

CLIENT CONCERNS & COMPLAINTS

CFS Counselling + Wellbeing (the Agency) is committed to ensuring that clients receive quality services at the Agency. Therefore, if a client is dissatisfied with the service sought or received, we would like to know about it. The Agency will respond to client concerns and complaints and help to resolve them.

The following procedure is available to a client who has a concern or complaint about the service that he or she has received at the Agency.

Every reasonable effort will be made to find a mutually agreeable solution to your concern or complaint.

Please be aware that you may have a support person accompany you at any time when meeting with Agency personnel.

HOW TO MAKE A COMPLAINT

Step 1: Informal Resolution Process

First, discuss your concern/complaint with your clinician. This will give you and your clinician an opportunity to see if together you can find a solution to the problem.

If you feel uncomfortable discussing your concern/complaint with your counsellor or if you are not satisfied with the outcome of that discussion, you may ask to speak with the clinician's Supervisor. You can expect to speak with the Supervisor within 5 working days after your request has been made.

Most issues can be resolved at this level.

Step 2: Formal Resolution Process

First Stage: The Client Meets with the Clinical Manager

If the informal resolution process has not resolved your concern/complaint, you will be asked to submit your concern/complaint to the Clinical Manager in writing.

When your written concern/complaint has been received, the Clinical Manager will call you within 5 working days to schedule a meeting and answer any questions that you may have. A

meeting will be arranged within 10 working days and the Clinical Manager will carefully review and explore your concern/complaint with you.

Within 5 days after your meeting with the Clinical Manager, the staff person will be informed about the nature of your concern/complaint and will be asked to respond.

The Clinical Manager will review your concern/complaint and the staff's response. Within 10 working days of your meeting, the Clinical Manager will prepare a written response. You will be invited to come in for a meeting to hear the Agency's response and you will receive a written copy of the response.

Second Stage: The Client Meet with the Executive Director

If you feel that the matter still has not been resolved, you may request a meeting with the Executive Director. The Executive Director will meet with you within 15 working days from receiving your request.

Within 10 working days after this meeting, with your permission, a letter will be mailed to you from the Executive Director that summarizes the results of the meeting and the Executive Director's decision regarding your concern/complaint. Where necessary this information will be provided verbally.

Head Office: 20 Anne St. South, Barrie, ON, L4N 2C6

Section 1: Complainant Information

First name: _____ Last name: _____

Date of birth (MM/DD/YYYY) _____ Gender: _____

Home Phone: _____ Other Phone: _____

Can we leave a message at the number(s) listed? Yes No

Address: _____ City: _____

Postal Code: _____ Township: _____

Section 2: Client Identification of Problem Service Agreement

In order to serve you better we ask you to identify the issue(s) that bring you to our Agency and rate the severity on a scale from 1 (Not Severe) to 10 (Very Severe).

First Issue: _____

NOT SEVERE	SEVERE		VERY SEVERE							
BEGINNING	01	02	03	04	05	06	07	08	09	010
ENDING SERVICE	01	02	03	04	05	06	07	08	09	010

Second Issue: _____

NOT SEVERE	SEVERE		VERY SEVERE							
BEGINNING	01	02	03	04	05	06	07	08	09	010
ENDING SERVICE	01	02	03	04	05	06	07	08	09	010

Third Issue: _____



NOT SEVERE	SEVERE		VERY SEVERE							
BEGINNING	01	02	03	04	05	06	07	08	09	010
ENDING SERVICE	01	02	03	04	05	06	07	08	09	010

Client's Name: _____ Clinician: _____

Client's Signature: _____ Date: _____

