

Haida Child & Family Services Society



CLIENT COMPLAINT RESOLUTION PROCESS PROCEDURES CHECKLIST

1. Initiating the Client Complaint Resolution Process

- Complaint logged into the tracking system
- Aboriginal Deputy Director informed
- Documentation sent to/received by Executive Director
- Letter of Acknowledgement of Complaint sent to complainant
- Complainant eligible
- Basis for complaint meets policy criteria,
 - OR Complaint constitutes criminal activity Referred to police or crown
 - OR Complaint is a report under *S.14, CFCSA* Referred to MCFD protection SW

Office Code

Name of social worker (if known)

- Information obtained re: local efforts to resolve
- Complaint not vexatious or frivolous
- Complainant informed of complaints process
- Unbiased approach to complaint ensured
- Complaint is about a contracted service; review to be done by Executive Director
- Complaint to be resolved using MCFD Foster Parent Protocol

2. Scope of the Review

- File Review
- Interview involved staff
- Interview service providers
- Advocates involved
- Mediator involved
- Facilitate a face-to-face meeting
- Written submissions from involved parties
- Telephone review or conference call
- Other:

3. Criteria to Consider During the Investigation or a Complaint

- Reason for the decision, action, or failure to act, on the part of a staff member

- _____

 Reasons why the Complainant is dissatisfied: _____
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Views of the child, where a child is involved in the complaint: _____

Views of the complainant and views of any advocate assisting the complainant:

Principles of the complaints policy

Principles of legislation governing the provision of services

Available resources: _____

Available budget: _____

Alternative resolution to the complaint: _____

Immediate action required: _____

4. Status of the Complaint

After 10 days: Open
 Investigation underway
 Completed

After 20 days: Open
 Investigation underway
 Completed

After 30 days: Open
 Investigation underway
 Completed

5. Completing the Review

Complaint resolved within 30 day timeframe. Date resolved: _____

Disposition of complaint Founded
 Unfounded
 Withdrawn
 Settled
 Discontinued

Complaints resolution letter sent to complainant

Remedy: _____

Result of complaint review logged into tracking system

Copy of decision sent to: _____

Complainant requested external review authority: (Specify authority)

(Signature of Executive Director)

(Date)