



FAMILY DYNAMICS INC. CLIENT COMPLAINTS AND APPEALS POLICY

We are committed to hearing clients' concerns and attempting to resolve all issues/concerns. The agency commits to addressing concerns promptly and sensitively by contacting the client or applicant to arrange to talk and/or meet at a mutually convenient time. The agency will aim to provide a resolution of the concern within fifteen (15) days of receiving a complaint.

Appeal is available to clients and/or applicants who are dissatisfied with the service received, have been denied service, or feel that they have not been appropriately referred to another agency. They are encouraged to first discuss the concerns with their Coordinator, Counsellor, or the Intake Worker as appropriate. If the concern remains unresolved, they will be advised to contact directly the appropriate supervisor, manager or director by email, telephone or letter. If still unresolved, they may contact the Executive Director.

All formal complaints or appeals are to be submitted in writing to the Executive Director upon receipt and/or required further action.

Should matters remain unresolved after contacting the Executive Director, the applicant/client is invited to write to the Board President, c/o Family Dynamics Inc. Portage Place, 4th Floor, 393 Portage Avenue, Winnipeg, Manitoba, R3B 3H6. A response is to be provided within fifteen (days) of receiving the complaint.

A record of client complaints is maintained and reviewed quarterly by the Management Team. The Board of Directors is informed in a timely manner of all written complaints. Complaints or incidents that are deemed to be of a serious or high risk nature will be reported to the Board Chair within 24 hours. In addition, a summary of the themes of complaints is reported to the Board of Directors annually. This report includes the details of actions taken to address these complaints.

*Endorsed by Board of Directors: October 6, 1994
Reviewed by Management Team: January 21,
2003 Reviewed by Programs Committee: June 15,
2005 Approved by Board of Directors: October 13,
2005 Reviewed by Programs Committee: October
25, 2006 Revised by Programs Committee:
October 21, 2011; Updated: May 1, 2013
Reviewed by Management: March 9, 2018;
Reviewed: September 2021*