

Chigamik Employee and Client Feedback Policy

1.0 POLICY

- 1.01 CSC CHIGAMIK CHC is committed to improving the quality of services and programs we provide and to ensuring that all people who access them and who work within the centre have a positive experience as much as possible. We welcome and value feedback of all the 4 Cs: Compliments, Comments, Concerns, and Complaints regarding the facilities, staff, programs, and services and look forward to any opportunities that allow us to improve.
- 1.02 CSC CHIGAMIK CHC views identified concerns and complaints as a learning/improvement opportunity. Feedback can help us improve the delivery of care and services and increase our efficiency as an organization. Raising a concern or complaint will not have a negative effect on the care received and programs accessed.

2.0 PURPOSE

- 2.01 The purpose of this Statement of Policy and Procedure is to provide guidelines, which may be changed from time to time, to facilitate the receipt of feedback and how a concern or complaint will be handled, to ensure a consistent, fair, and respectful response in a timely manner, and to ensure that all feedback is monitored and used to improve services and programs.

3.0 SCOPE

- 3.01 This policy applies to all visitors, clients, program participants, and employees of CSC CHIGAMIK CHC.

4.0 RESPONSIBILITY

- 4.01 Clients and Staff shall be informed of our Feedback Policy when registering with the centre, and upon hire. Our policy will be posted within the reception waiting room area, on our website and in our employee and Board of Directors policy manual.
- 4.02 Employees and Managers
- A. Listen to concerns and complaints and ensure that they are treated in a confidential manner, where possible.



- B. Communicate to the most appropriate individual of the care team and investigate concerns and complaints fully, objectively and within a timely manner.
- C. Advocate on behalf of the client to ensure escalation of concerns and complaints when required.
- D. Share compliments, comments, and positive feedback with the team.

4.03 Executive Director

Shall report to the Board of Directors and employees, at minimum, annually and in summary the nature of compliments, comments, concerns, and complaints received, trends and recommendations for improvement. Additionally, they will report the outcomes of investigations and any actions taken as a result of any formal complaints.

5.0 DEFINITIONS

- 5.01 Feedback: is evaluative or corrective information or statements of opinion about an action, event, individual or process. Feedback can be provided by way of a compliment, an informal comment or concern, or a more formal complaint.

6.0 REFERENCES

- 6.01 Privacy Policy Manual
- 6.02 French Language Services Policy

7.0 PROCEDURE

- 7.01 Feedback may be received in writing, verbally, by fax, by visiting the Client & Visitor Experience section on our website or by mail. For the most comprehensive service, it is best to provide a name and contact number. People may contact us anonymously, but without contact information Chigamik is limited in responding to feedback.

7.02 Informal Process

- A. We encourage an informal dialogue with the direct care provider or program facilitator first. And / or
- B. Complete a Client Feedback Form available in reception waiting area or by visiting our website Client and Visitor Experience section.
- C. If they are not satisfied with the outcome of the conversation with the care provider or program facilitator or wish to provide general feedback, they may contact the most appropriate individual depending on the nature of the feedback:

General and / or Clinic related: Client Experience Coordinator: Clientexperience@chigamik.ca or 705-527-4154 x7254	Privacy and Confidentiality related: Privacy Officer: privacy@chigamik.ca or 705-527-4154 x7223
Accessibility and other Health and Safety related: Accessibility Officer: accessibility@chigamik.ca or 705-527-4154 x7251	French Language Services (FLS) Related: FLS Coordinator: frenchlanguage@chigamik.ca or 705-527-4154 x7200

7.03 Formal Process:

Step 1:

- A. If the concern or complaint is of an urgent matter or where the informal process has not been successful, a formal concern or complaint can be made. A formal concern or complaint will be directed to the appropriate manager, who will conduct a review within 5 working days.
- B. Depending on the concern or complaint, the client/participant submitting it may be asked to pause access to the Centre's services/programs during the investigation. The Centre will make every effort to obtain a referral to an appropriate organization if the individual needs alternative care.
- C. If the individual is not satisfied with the response to their concern or complaint, they may submit it in writing to the Executive Director.

Step 2:

- A. Upon receiving the concern or complaint, the Executive Director will conduct a review within 10 working days to determine if appropriate action was taken and the results of that action.
- B. If the Executive Director is unable to find a resolution, the concern or complaint will be sent the President of the Board. Moving the Feedback to step 3.

Step 3:

- A. The President of the Board along with the Executive members of the Board will meet with the individual within 20 working days to attempt to resolve the issue.
- B. Within 45 days of this meeting, the Board's Executive committee decision will be communicated with the individual and Executive Director in writing. If this final step does not bring about a satisfactory resolution to the individual, the President of the Board will advise in writing the steps to an external complaint process which may include a third-party mediator and /or legal counsel.