



Subject **Complaint Management - Brochure**

Section **Administration**

Code **AD-04-A**

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Revised **December 3, 2014**

BROCHURE

The Centre d'appui et de prévention – Le CAP is committed to offering its clients and partners quality services while respecting their rights according to the laws, regulations and policies in effect.

It may happen that someone is unsatisfied with the way they were treated or the quality of the services they received. That person has the right to express their opinion and criticism freely regarding the services they received or should receive. They have the right to file a complaint without being subject to direct or indirect retaliation.

The CAP takes complaints seriously and sees them as an opportunity to improve their services to the population. In order to ensure complaints in a fair and objective fashion, the following procedure was established:

Step 1:

If a client has any concerns or disagreements regarding the services they are receiving, we encourage them to discuss it through an open dialogue with their worker in order to address the situation.

If the problem isn't resolved or the client is satisfied, refer them to your supervisor by giving out their name and contact information.

If it's a complaint against staff or program members, proceed directly to step 2.

Step 2:

The client must contact the director of the service that supervises the employee or program causing concern. The director must allow the client to state the case for their complaint. An internal investigation may be conducted.

If the client isn't satisfied with their meeting with the director, the complaint must be escalated to the next step.

Step 3:

The complaints that couldn't be settled at the first or second level are sent to Ombudsman who will investigate and advise the executive director regarding the complaint and the measures to be taken. A meeting could be held between the two parties in the presence of the Ombudsman.

This is the last step of complaint resolution. The client will be kept informed about the evolution of their complaint at every level.