

**PARTICIPATION SUPPORT SERVICES
POLICY & PROCEDURE MANUAL**

SECTION: SUPPORT SERVICES - CLIENTS	
TITLE: CONSUMER COMPLAINT	
CATEGORY: Procedure	NUMBER: V (b.4)
ISSUED BY: Board of Directors	ISSUED: Sept. 28/ 2023
	REPLACES: Jan. 8/98

When a client has a complaint he/she shall discuss the complaint with the immediate Supervisor in the department involved. The supervisor shall attempt to resolve the issue. Any discussions held and agreement reached will be noted in writing, with a copy provided to the client and the Executive Director.

Failing a successful resolution of the matter with the Supervisor, the complaint may be dealt with in the following manner and sequence.

If the matter is serious in nature*, the Executive director will be advised immediately and the procedure will progress to Step 2.

STEP 1

The client shall communicate his complaint to the Supervisor as soon as possible after the incident upon which the complaint is based. If the client wishes to have assistance, the agency is obligated to aid the client in finding an individual to assist. The Supervisor will investigate the complaint, keeping documentation on all meetings held. The Supervisor shall render the decision to the complainant in writing, with a copy to the support person, within two (2) working days after the presentation of the complaint. The decision shall be written and include an outline of the status of the complaint and the options available for future action.

STEP 2

Failing resolution under Step 1, the client may ask for a meeting to be held with the Executive Director within two (2) working days of receiving the decision in Step 1. The Executive Director shall grant the client, and a support person, a hearing as soon as possible. The Executive Director shall render a decision in writing within two (2) working days after the complaint meeting is held. The decision shall be written and include an outline of the status of the complaint and the options available for future action.

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STEP 3

Failing settlement under Step 2, the client may refer such difference to a single arbitrator appointed by the Board of Directors. A meeting will be held, at which the client and the Supervisor in the department upon which the complaint is based shall make presentations. The Executive Director will share information that was provided at the Step 2 meeting. Any decision shall be in written form and include an outline of the status of the complaint and the options available for future action.

STEP 4

Should the matter not be resolved, the client shall be advised of their right to appeal to the Health Service Appeal & Review Board if a complaint is unresolved at the agency level.

****** Examples of matters that are serious in nature will include, but are not limited to, any concern involving a group of clients, a temporary stay client or any matter which has the potential for immediate harm.

All client complaints will be recorded in summary format. This summary shall be kept confidential, to be used to analyze trends and quality improvement purposes only.