

**Canadian Mental Health Association, Kenora Branch
Program Policies and Procedures**

Policy	Policy Title	Category	Approved	Revised
3.8	Client/Family Complaints	Client Services Procedures	November 22, 2010	

Policy

Clients and family member of Canadian Mental Health Association Kenora Branch are encouraged to provide feedback to Branch Administration and Management.

Procedure

1. A client or family member may informally make a direct complaint verbally to their direct service provider or employee of Canadian Mental Health Association Kenora Branch. The complaint will be verbally brought to the attention of the team leader, supervisor, or the Executive Director and noted in the client file.
2. The employee, client or family member and the supervisor will as soon as possible address the complaint and attempt to resolve the complaint.
3. A client or family member may provide a written complaint addressed to management of Canadian Mental Health Association Kenora Branch. The written complaint will be reviewed by the Privacy Officer and the Executive Director.
4. A written response will be provided to the complainant within 30 days which will outline the steps of complaint resolution.
5. If the complaint involves a sentinel or adverse event, it will be reported to the Health and Safety Committee and the Board of Directors.