

**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	October 2021

Policy

Clients and family members of Canadian Mental Health Association Kenora Branch are encouraged to provide feedback to Branch Administration and Management. All complaints will be addressed in a constructive manner with the intention of quality improvement.

All employees, students and volunteers will inform clients of their right to make a complaint about services and in regards to the Client Bill of Rights (**Appendix AAA within the Program Policies & Procedures**).

Procedure

1. Upon intake to any one of the individual programs of the Canadian Mental Health Association of Kenora each client will be provided the **Appendix PPP: Complaint Brochure** upon their orientation and review of their orientation checklist.
2. 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 or the Chief Executive Officer and noted in the client file.
3. The employee, client or family member and the Team Leader will as soon as possible address the complaint and attempt to resolve the complaint.
4. A client or family member may provide a written complaint addressed to management of Canadian Mental Health Association Kenora Branch using the **Appendix PPP: Complaint Brochure**. The client will be given the option to deposit this form at any CMHA Kenora Branch location into a designated "OPOC / complaint" secured box. The client will also be directed to the electronic form from the Canadian Mental Health Association of Kenora website that can be found at www.cmhak.on.ca. The written complaint will be reviewed by the Privacy Officer and the Chief Executive Office.
5. A written response will be provided to the complainant within 30 days which will outline the steps of complaint resolution.

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6. Upon receiving the agency response, an employee of the Canadian Mental Health Association, Kenora Branch will offer the client and/or family member the following:
 - a. The option to address the Client & Family Advisory Committee either in person or in written form to voice their experience as to how their complaint was addressed by the agency or;
 - b. The opportunity to join the Client & Family Advisory Committee as an advisor to provide ongoing lived experience input.

7. If the complaint involves a sentinel or adverse event **(an event that results in unintended harm to the client, and is related to the care and/or services provided to the client rather than to the client's underlying medical condition)**, it will be reported to the Joint Health and Safety Committee and the Board of Directors.

8. All client complaints will be reported to the Client & Family Advisory Committee for review and the Chief Executive Officer will provide information on what the resolution has been.