

## If You Are Dissatisfied With Our Services:

We hope you will find our services helpful. If you do, however, have a complaint about any of our services we welcome your comments and feedback. We will do everything we can to resolve your complaint and help you get back to focusing on why you came here in the first place.

### Here are the steps you can take if you do have a complaint:

1. Talk to your counselor directly about your complaint. Let them know how you feel. They will make every effort to resolve the complaint with you.
2. If you feel that your complaint has not been resolved by your counsellor, you can decide to make a formal complaint in writing. You can give this written complaint to your counsellor, or the Program Manager, or the Director of Clinical Programs or the Executive Director. Whoever you give it to will talk to you and try to resolve your complaint. Your written complaint will be kept in your client file. A copy will be given to you. Copies will also be given to both the Director of Clinical Programs and the Executive Director. This way your complaint will be noted by all concerned.
3. If you still feel that your complaint has not been resolved you may choose to meet with the Program Manager, Director of Clinical Programs or the Executive Director in person. They will talk with you and try to resolve your complaint.
4. If this meeting does not help resolve your complaint you may send your written complaint to the Board of Directors. A representative of the Board will meet with you. The Board member will make a decision about how to resolve the complaint. A report will be sent to you, the counsellor, and the counsellor's supervisor.

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### Here are the steps you can take if you do have a complaint:

1. Talk to the staff person directly about your complaint. Let them know how you feel. They will make every effort to resolve the complaint with you.
2. If you feel that your complaint has not been resolved by the staff person, you can decide to make a formal complaint in writing. You can give this written complaint to the staff person, or the Program Manager, or the Director of Community & Provincial Programs or Executive Director. Whoever you give it to will talk to you and try to resolve your complaint. Your written complaint will be given to you. A copy will be kept in our program files. Copies will also be given to both the Director of Community & Provincial Programs and the Executive Director. This way your complaint will be noted by all concerned.
3. If you still feel that your complaint has not been resolved you may choose to meet with the Program Manager, Director of Community & Provincial Programs or Executive Director in person. They will talk with you and try to resolve your complaint.
4. If this meeting does not help resolve your complaint you may send your written complaint to the Board of Directors. A representative of the Board will meet with you. The Board member will make a decision about how to resolve the complaint. A report will be sent to you, the staff person, and the staff person's supervisor.