



COMPLAINTS AND APPEALS FROM CLIENTS OR MEMBERS OF THE PUBLIC

POLICY

Family Service Saskatoon is committed to providing timely, effective and respectful service to the clients they serve, and to the members of the public. Notwithstanding Family Service Saskatoon's commitment to delivering inclusive, accessible and sensitive services, clients and others may have concerns about the services received. Family Service Saskatoon values and actively promotes input from clients and the public and is committed to responding to any complaints in a timely and sensitive manner.

Clients have the right to register complaints about all aspects of their service experience and seek resolution of these matters. Family Service Saskatoon informs clients and the public of their right to register complaints and appeal decisions. A record of client complaints is maintained and reviewed quarterly by the Management Team. The Board of Directors is informed in a timely manner of all written complaints including those that are deemed to be of a high-risk nature. A summary of the themes of complaints is reported to the Board of Directors annually.

PROCEDURE

Clients who have concerns are encouraged to speak to their service provider.

If the complaint cannot be resolved to the client's satisfaction, the client can follow the steps outlined below:

1. The complainant (client) may contact the staff member's direct supervisor.
2. The complainant (client) may contact the Executive Director.
3. The complainant (client) may contact Family Service Saskatoon's Board of Directors.
4. The complainant (client) may contact the relevant professional college.

Clients and members of the public may present their complaints verbally or in writing, or may select a third party to bring their complaint forward.

All client complaints received by the agency and the solutions, attempted and achieved, must be documented and stored in the client's file.

If you have any questions or concerns or want more information, or if you want to make a complaint, you can contact Family Service Saskatoon's Executive Director

by phone at: 306 244-0127

by mail to:

**Family Service Saskatoon
#102, 506 – 25th Street East
Saskatoon SK S7K 4A7**

by email to: info@familyservice.sk.ca