

CLIENT COMPLAINTS

All Health and Social Service Authorities will have procedures for handling client complaints.

REFERENCE

Pathways to Wellness: An Updated Action Plan for Addictions and Mental Health 2014-2016

PURPOSE

- To ensure safe, inclusive, judgement-free services to all clients.
- To provide the best care for clients.
- To address concerns about the services provided.

PROCEDURE

1. Health and Social Services Authorities will have policies that outline how CCP staff will handle client complaints.
2. Include how clients will be informed of their rights to make a complaint.
 - Posters or pamphlets and verbal explanation is preferred.

FORMS

- None

TOOLS

- None

Revision Date: April, 2015

Director Mental Health and Addictions

