

Client Grievances

Overview

Careful consideration shall be given to all complaints expressed by clients/participants about their experiences of Agency services and/or personnel, and the appropriate persons shall act to resolve these complaints quickly, and at the most immediate level possible. The filing of a grievance will not result in retaliation for denial of services.

The goal of grievance procedures is to ensure, as much as possible, that clients/participants have positive and helpful experiences with the Agency, and that they receive appropriate services either within or outside the Agency. The secondary goal is to ensure that continuous quality improvement issues are made evident, so that they may be addressed.

Document Owner:	Standards
Practice Applies to:	Everyone
Process Responsibility:	Everyone
Final Accountability:	Standards

Our Practice

In respect of this policy, the following procedures should be followed:

1. Clients/participants shall be informed that there is a grievance policy in the Agency, and what the basic procedures are, and will be given information on how to contact appropriate personnel.
2. Complaints should initially be directed toward the primary worker from whom the client/participant has been receiving service; if that person is the subject of the complaint, the client/participant should contact that person's immediate supervisor.
3. Clients/participants who wish to make a formal complaint should do so in writing and submit to the worker or supervisor within 15 days of the occurrence of the situation that resulted in the complaint. The Service VP should be informed of the complaint.
4. The worker or supervisor will confer with the client/participant as to how the complaint will be addressed, and the client will be informed as to the action to be taken regarding the complaint, insofar as it affects the client and/or their participation in Agency programs and services, within 15 working days of the written statement.
5. If the client/participant is not satisfied as to the outcome of this procedure, they may appeal in writing directly to the Service VP; this appeal should be within 15 days of when the client was notified of the outcome of the initial grievance procedure.
6. The Service VP will inform the client/participant in writing of the disposition of the complaint, insofar as it affects the client and/or their participation in Agency programs and services, within 15 days of the receipt of the written appeal to the Service VP.

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7. In the event that the client/participant wishes to make a further appeal after this step, they may do so to the CEO. This appeal must be in writing, and received by the CEO within 15 days of the date on which the client/participant was informed of the outcome of their appeal to the Service VP. Submission of the written appeal must be posted or couriered to:

Attention: Chief Executive Officer
#201 – 1638 East Broadway
Vancouver, BC V5N 1W1

8. The CEO will consider the appeal to ensure that all steps in the grievance procedure have been carried out in good faith, and shall communicate its findings in writing to the client/participant and to the Service VP.
9. The CEO annually reviews all grievances, and formulates recommendations and changes in procedure as necessary, in consultation with the Executive Team.
10. Clients/participants may utilize the support of a third party review of a grievance if they choose, although the Agency does not directly provide advocates. Clients/Participants may utilize the support of an existing relationship including but not limited to social worker, probation officer, healthcare worker or any other advocate.

*****For programs and sites that are Licensed Care Facilities*****

Upon receipt of a client's written complaint, the VCH Licensing Officer will be contacted by the program by calling 604-675-3800 and an incident report will be submitted detailing the grievance.

Other contacts:

Representative for Children and Youth

M12-4277 Kingsway
Burnaby, V5H 3Z2
Toll-free: 1-800-476-3933
Telephone: 604-775-3213
Fax: 604-775-3205
<https://www.rcybc.ca>

The Representative for Children and Youth supports children, youth and families who need help in dealing with the child-serving system, provides oversight to the Ministry of Children and Family Development and advocates for improvements to the child-serving system.

Office of the Information and Privacy Commissioner for British Columbia

4th Floor, 947 Fort Street
Victoria BC V8V 3K3
Toll-free: (604) 660-2421
Telephone: (250) 387-5629
Fax: (250) 387-1696
info@oipc.bc.ca

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The Office of the Information and Privacy Commissioner (OIPC) is independent from government and monitors and enforces British Columbia's *Freedom of Information and Protection of Privacy Act* (FIPPA) and *Personal Information Protection Act* (PIPA).

Additional Information

A copy of the Grievance Procedure is posted at each Agency site.