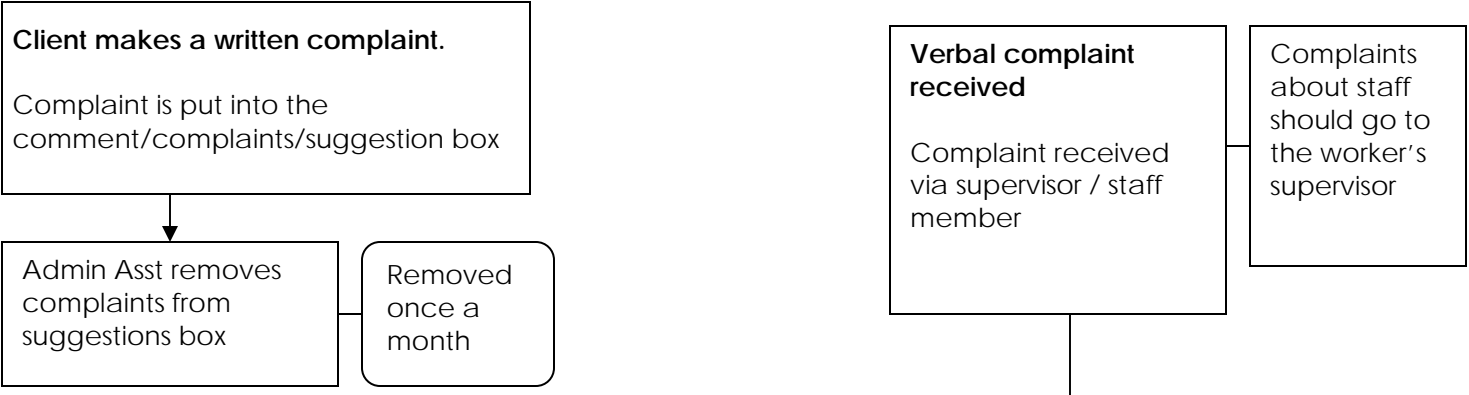
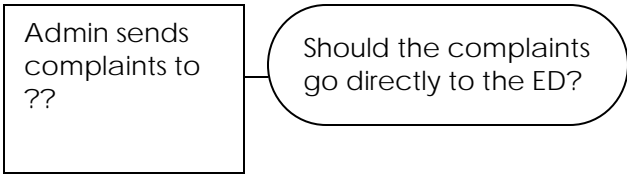


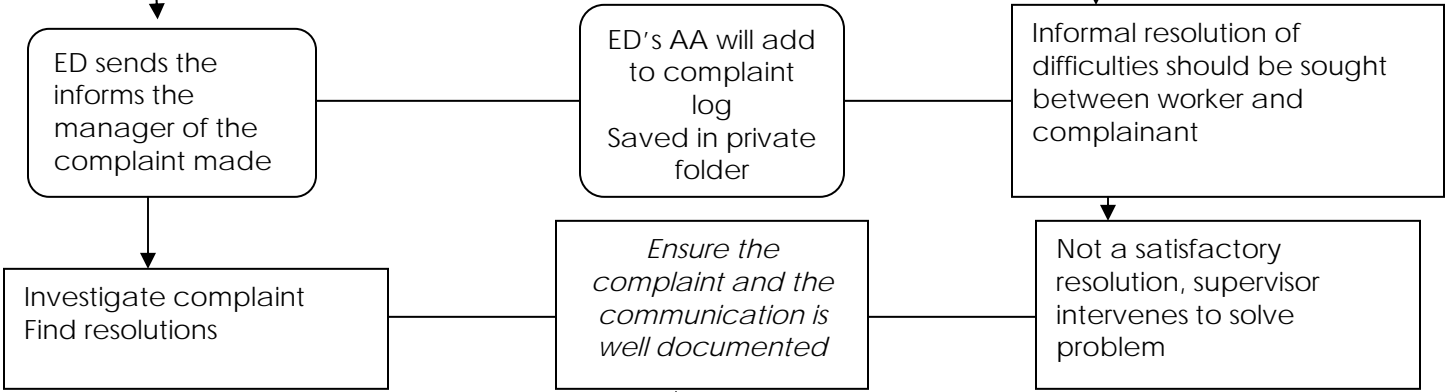
Stage one – Complaint made:



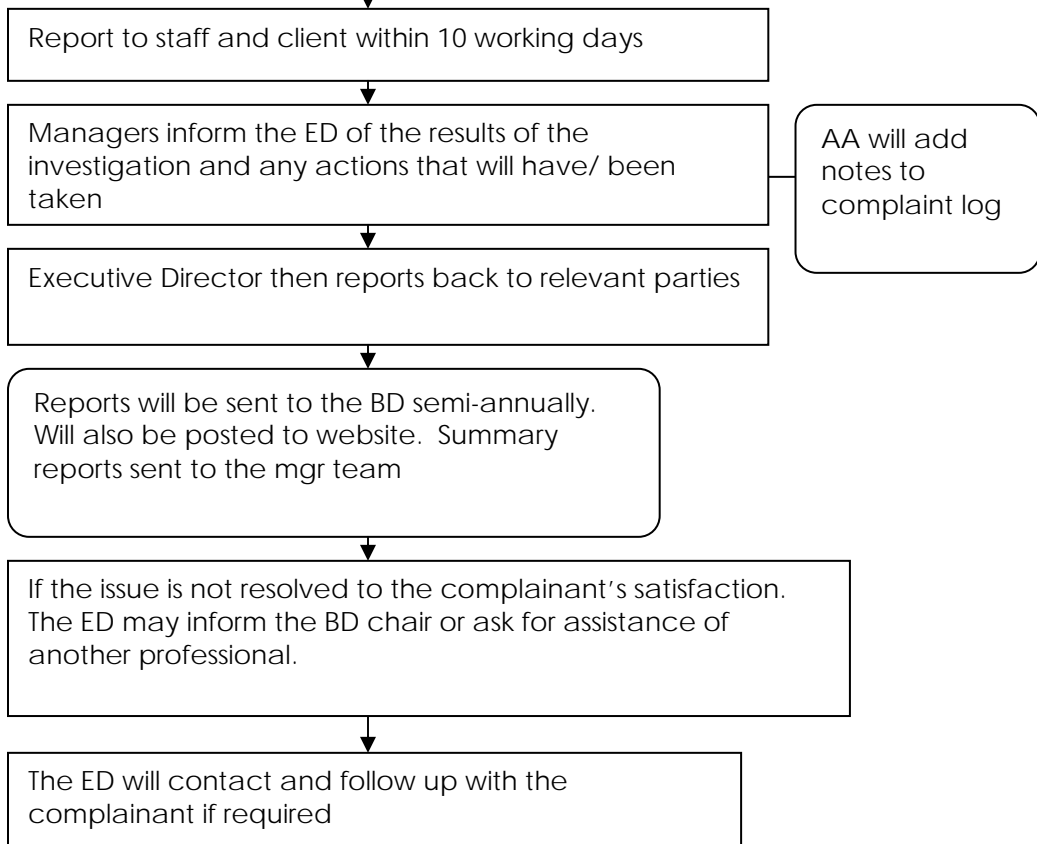
Stage two – Complaint received:



Stage three – Complaint investigation:



Stage four – Reporting:



What CCHS should be doing?

Change the name from suggestion box to: comments / complaints / suggestions box

ED's AA removes the suggestions once a month

When does the admin remove the suggestions (frequency)

Which manager receives the complaints from the suggestion box – possibly the ED

List the different stages: stage 1, stage 2

Write pamphlet to circulate (paper and on website)

Location of boxes

Show process

Introduce a client complaint log

- Who should update – *ED's AA*
- Where should this be saved – *Private folder under Corporate / AA*
- How often should this come back to the management team for discussion – *semi annually*
- How to ensure that complaints are being documented – *Send info to ED's AA*

Client complaint log - Example for CCHS

| Ref | Date | Complainants Contact information | Category (would need list) | Details of complaint | Team | Name of employees involved | Follow up action taken | Feed back from client | Lessons learnt |
|-------|-----------------------|--|----------------------------|---|------|----------------------------|--|-----------------------|---|
| AD 01 | Sept 10 th | Bob Smith 233 main street 629-989-9994 | Wait times | Was told that the wait time was 3 yrs, is only 6 months | PHC | Jane (reception) | Called client of informed of mistake, has been placed on wiat list. Informed Bob of new procedure in place | Happy | Have developed new procedure to inform reception of wait times. Upto date times are now availbel on the team folder |
| AD 02 | | | | | | | | | |
| AD 03 | | | | | | | | | |

Reports on the client complaint log

- Report should go to the:
Management team
Board
Posted on website

Types of reports:

- Summary of number of reports and time to resolve
- Complaints by Type for Centre
- Complaint by type by department
- Complaints resolved (number)

Example of complaints summary that could be circulated and posted to our website:

| Team | Ref (would ref complaints log) | Category | Outcome | Responded in 10 Days | Lessons to learn | Further actions taken |
|------|--------------------------------|------------|---------|----------------------|------------------|-----------------------|
| PHC | AD-01 | Wait times | Solved | No | Yes | Yes |
| CST | AD-02 | Hours | Stage 2 | Yes | No | No |

Suggested Wording

How to make a complaint:

There are two ways clients may chose to make a complaint to the organisation:

- verbal – face to face or by phone
- written – formal letter, e-mail, fax.
- Some clients may wish to remain anonymous in making their complaint. This should be respected and the complaint investigated.
- Monitoring enables the College to identify trends and common issues that may be raised by our customers. The College monitors its complaints and reports these through College Management Team meeting