

<b>Manual</b>	<b>Counselling Service Policies</b>
<b>Section</b>	<b>SP – 7.0</b>
<b>Subject</b>	<b>Client Complaints and Appeals</b>
<b>Date Approved:</b>	<b>September 12, 2016</b>
<b>Revision/Review Approved:</b>	

## Client Complaints and Appeals

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### Policy

Clients of Family Service Thames Valley are entitled to professional, confidential and self-directed service. Within the framework of the existing policies and procedures of the agency, clients are encouraged to express any concerns, complaints or appeals they have regarding their service at the agency.

### Procedure

1. All the clients of Family Service Thames Valley are informed of their rights to express their concerns and/or complaints in the Principles of Practice Statement they receive at their initial visit.
2. Should a client have concerns with her/his service, s/he may:
  - Discuss the concerns with her/his clinician.
  - Request a meeting with the Clinical Lead or their designate.
3. If the client is not satisfied with the outcome, the client may request a meeting with the Executive Director.
4. Every effort is to be made to arrange such a meeting within one week of the request being received.
5. If the client is not satisfied, s/he will be encouraged to write to the Chair of the Board of Directors.
6. The Executive Director will inform the Chair of the appeal and of the action taken. The Chair's response will be the final internal step of the agency
7. At any time in the process, the client may contact the regulatory body of the clinician.

The Leadership Team, along with the Clinical Lead, will perform a quarterly review of all client complaints. The reviewed complaints will be tracked using a log sheet which will include the date the complaint was filed, the date the complaint was resolved, and the date the complaint was reviewed by the Leadership Team.

Approved by:

\_\_\_\_\_ Executive Director