



**Purpose:** From time to time, there will be clients that have complaints regarding employees or the operation of OCH and they are entitled to share their opinion. This policy outlines the appropriate procedures to follow should the need arise to file a complaint from a client.

**Policy:** Clients are entitled to share their opinions and suggestions with the organization, including specific issues, events and/or activities that occur within our organization (this includes issues involving staff, volunteers or co-op placement students). If he/she wishes, a formal complaint form (on the next page) will be sealed in an envelope and forwarded immediately to the Management Team. The complaint can also be e-mailed directly to one of the members of the Management staff if the client would rather communicate in this manner. The current list of Management staff and their contact information is listed below.

If the client has made his/her grievance known through writing and it still hasn't been resolved, or if the client is in relation to the management team, he/she can make an appointment with the Executive Director. If the Executive Director finds that complain has no merit, he/she will communicate that decision to the grievant. Should the Executive Director find merit in the complaint, he/she will take whatever steps are necessary to rectify the situation, within the limits of his/her authority.

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