

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.

Lynda Franc

Director of Development lynda@operationcomehome.ca

Elspeth McKay Executive Director

emckay@operationcomehome.ca



Internal Complaint Form

As a client of Operation Come Home, you are entitled to share your opinions and/or suggestions with us and this includes issues that occur within our organization, including those involving staff, volunteers or co-op placement students.

Before filing this internal complaint form, please speak directly to the staff member that is immediately involved in the complaint or that supervises the program where the issue has taken place in an effort to directly resolve the situation. If the complaint has not been adequately resolved after this attempt in a reasonable amount of time, then at that point please complete the form below.

Please be advised that all complaint forms will be forwarded immediately to Lynda Franc, Director of Development, and that any issue involving her will be resolved by an unbiased party.

I hereby attest that the facts given in this complaint are accurate and true. I understand that all statements will be investigated, and if found to be false, will not be tolerated.

Complaint against:	Date of incident:
Description of incident:	
Client Name (Optional):	Client Signature (Optional):