



Procedure for handling a complaint

INTRODUCTION

The following is the revised version of Centre Miam Uapukun's procedure for handling a client's complaint. The purpose of this tool is to improve the quality of the services offered to our clients and to demonstrate our wish to better respond to their expectations.

DEFINITION OF A COMPLAINT

A **written complaint** is the expression of dissatisfaction or complaint by a client concerning therapy services, staff or the Centre Miam Uapukun administration that requires the application of a procedure for handling the complaint.

A **verbal complaint** is considered an indication that the client has a problem with administration that does not require a formal investigative procedure. On the other hand, it must be taken into consideration and requires follow-up on the part of the Centre Miam Uapukun administration.

RULES AND STEPS OF THE PROCEDURE

In order to be admissible, the complaint must be **reasonable and based on facts** related to the care and services provided to the client, or that he/she should have received during his/her stay at the Centre.

The client must acquaint himself/herself with the policy concerning the procedure for handling complaints, as well as respecting the different steps and time limits prescribed to this administrative policy. The registering, investigation and handling of a verbal or written complaint are made up of the following steps:

FORMULATION OF THE COMPLAINT

The client must use the form provided, for a written complaint. He/she can also request help from a counsellor for the wording or any other steps relating to his/her verbal or written complaint. In order to be admissible, it is imperative that all written complaints be signed by the complainant.

RECEIPT OF THE COMPLAINT

On receipt of the written complaint the management of Centre Miam Uapukun will open a complaint file. Management has **five (5) business days** to advise the client, in writing, of receipt of his/her complaint.

HANDLING THE COMPLAINT

Management will then proceed with investigating the complaint with diligence, and respect for the client. Management has **twenty (20) business days** after the date of receipt of the complaint to advise the client, in writing, of the results and conclusions of its investigation. Management must also advise the client of the possible recourse he/she has if he/she is dissatisfied with the decision.

As mentioned previously, registering a verbal complaint does not require such a formal investigative procedure and follow-up with the client.

PROCEDURE FOR APPEALING A DECISION

If the client is dissatisfied with the decision handed down by Centre Miam Uapukun management, he/she can request that his/her file be reviewed by an Appeals Committee. The Appeals Committee is made up of three (3) members, one of whom is a designated member of the Centre Miam Uapukun Board of Directors, a member of management of an outside Innu organization and a professional from the establishment.

The client has **ten (10) business days** following the date of receipt of the letter from Centre management to forward his/her request, in writing, to the Chair of the Appeals Committee.

ANALYSIS OF THE COMPLAINT BY THE APPEALS COMMITTEE

The client can ask to be heard by the Appeals Committee. The Appeals Committee has **twenty (20) business days** from the date of receipt of the client's letter to hand down its recommendations to the Board of Directors of the Rehabilitation Centre.

BOARD OF DIRECTORS' DECISION

Following receipt of the recommendations of the Appeals Committee, the Board of Directors will make a **decision that is final and without appeal**. The Chair of the Board of Directors will send a letter to the Centre Miam Uapukun administration, and to the complainant, advising them of the decision regarding this matter.