

Policy Type:	Programs and Services	Creation Date:	September 19, 2023
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		Approval Date:	September 19, 2023
Policy Title:	Complaint Process		FINAL

1.0 Overview

The Central Alberta FASD Network (hereafter referred to as CAFASD) is committed to promoting and protecting the interests and safety of all employees, clients, external stakeholders and volunteers. The purpose of this policy is to provide guidance to clients, volunteers, and employees regarding the Complaint Process.

2.0 Purpose

This policy has been developed to assert and promote the dignity and worth of all people who use the services of the CAFASD.

3.0 Scope

This policy applies to all employees, volunteers, students, and contractors employed by CAFASD and external stakeholders.

4.0 Policy

4.1 The CAFASD Board of Directors endorses the Complaint Process and, in so doing, creates a number of expectations; That the CAFASD and everyone working at CAFASD including employees, contracted staff, residents/trainees, volunteers, researchers and students:

- i. Will promote awareness and understanding of the Complaint Process.
- ii. Understand that every client has the right to be provided with a written copy of, and assistance in understanding, the Complaint Process.
- iii. Will participate in the Complaint Process to the best of their ability.

5.0 Policy Compliance

5.1 The CAFASD team will verify compliance to this policy through various methods, including but not limited to, periodic walk-throughs, internal and external audits, and feedback to the Executive Director.

5.2 An employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

6.0 Related Standards, Policies and Processes

N/A

7.0 Revision History

Date of Change	Responsible	Summary of Change

8.0 References

N/A

3. Process

The Complaint Process will be reviewed, and a written copy provided to the client at the first point of contact.

- I. Written copy will include the following statement: "If you do not agree with a decision or action of an employee member or volunteer of the Central Alberta FASD Network, you can make a complaint. If you feel you have been treated unfairly or inappropriately you have the right to complain, and to have your concerns heard. The Central Alberta FASD Network believes in treating everyone with dignity, respect, confidentiality, and openness. Your feedback will help us do our work better."
- II. The following steps will be outlined in the Complaint Process:

Step One:

First, you can work out your concerns with the employee or volunteer directly, making sure you clearly state why you are unhappy. At any time, you can ask for the employee's business card. You can contact the employee by phone, mail, fax, or e-mail to express your concern. If this does not resolve the issue, ask to speak to their supervisor. If after speaking to the supervisor you still feel the issue has not been resolved to your satisfaction, you may want to proceed to Step Two.

Step Two:

You may want a formal meeting with the employee and their supervisor. If you want to bring along an advocate, interpreter, or a supportive friend, they are welcome to come. The meeting is to be set up at a mutually agreed upon time and location. The Supervisor is responsible for convening the meeting and for keeping records.

At the end of the meeting, a plan for addressing your concern will be negotiated. The employee or Supervisor will put the agreement in writing and carry out the plan. A copy of the agreement will be sent to you and the Executive Director.

Step Three:

If your complaint has not been resolved to your satisfaction, the Supervisor will notify the Executive Director. The Executive Director will contact you and may talk to others; including those people you suggest who can help with understanding your complaint. The Executive Director (or their designate) has seven days to respond in writing to your concern. Some of the possible outcomes include:

- The decision you challenged may be changed
- You may get a verbal or written apology
- Central Alberta FASD Network may make changes in policy, practice or supervision
- Central Alberta FASD Network may undertake a course of employee training
- The decision you challenged may be upheld as reasonable

APPENDIX I

COMPLAINT PROCESS

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