The Jean Tweed Centre
For Women & Their Families

The Jean Tweed Centre

Clients and Community Member Feedback and Complaints

Policy

The Jean Tweed Centre will attend to client and community member feedback and complaints. Feedback can be made by any client or community member. It can be about any program, service or practice. Feedback can be about staff, volunteers, students, clients or other people you come into contact with at the Centre. If your feedback is a complaint and you give your contact information we will follow up with you within 10 days. Complaints will be treated fairly. If you make a complaint you will not be treated unfairly.

A **Client** is a woman and/or her family that has received or is receiving services from The Jean Tweed Centre.

A **Community member** is anyone that is not a current or past client of the Jean Tweed Centre. This may include family members who are not receiving services, applicants, donors or the general public. It does not include staff, volunteers or students.

Feedback and complaints will only be shared with those who need to know about them. If your feedback or complaint is about something illegal, or something that can potentially cause harm, the Centre may need to share it with the authorities. The Executive Director will share serious complaints with the Board of Directors. All complaints are logged and kept in a safe location.

The Jean Tweed Centre posts this policy and the procedures. A copy is posted on the website. This policy and procedures is AODA compliant.

Procedures

Feedback:
You can provide feedback in person, by telephone, in writing, or by delivering an electronic text by email or otherwise. Let us know if you want us to respond or take some action.

a. In person: You can provide feedback to any staff member face-to-face or over the phone.

b. In writing: You can write down your feedback on feedback forms, in a letter or in the email on the website. Some programs have satisfaction surveys that you can fill out. There is a suggestion box in the 215 Evans Ave location lobby.

You can ask for support from staff to give feedback or to make a complaint.

Complaints:

Please make complaints within 10 working days of your concern if you can. We will respond within 10 days.

1. Informal Process

   Speak to the person you have a concern with first unless you do not feel safe to do so.
   If you are a client you have the right to speak with your counselor about the program.

   Feedback about a counsellor can be directed to a manager. Clients and community members can ask any staff person to direct them to a manager.

   If your complaint is not fixed informally move on to the next step.

2. Formal Process

   a) Write out your formal complaint. Make sure you include details such as who is involved, where and when the incident occurred, what happened, why you are concerned about the incident, how to reach you. If a staff person helps you they will add their name.

      Put your complaint in a sealed envelope. Write "Feedback / complaint" with the name or title of the person you want to send it to. *For example: "Feedback/complaint– send to manager".*

      This envelope can be left with any staff member. The staff member will give it to the right person.

      You can send a complaint to feedback@jeantweed.com. In the subject line write "Feedback/complaint" with the name or title of the person you want to send it to.

      You can ask to meet with someone from the Jean Tweed Centre. You can put this in your complaint.

   b) Someone from the Centre will answer your complaint within 10 business days. This might include a meeting. This meeting might be in person, by phone or video-conference. In some cases more time is needed.

   c) Sometimes another meeting will be needed. This meeting should take place within 10 working days.

   d) The Jean Tweed Centre will write a letter after hearing the complaint. This letter will be sent within 10 business days. Sometimes more time is needed. The letter will include a summary of the complaint. It will include details of any follow up.

e) If you are not satisfied you can request a meeting with someone else.

Records

Your formal complaint will be kept in a secure location. Only the people who need to see your complaint will have access.

Frivolous, Vexatious Complaints

If you make a complaint that you know is not valid The Jean Tweed Centre will address this accordingly.