

	<b>Section: Practice</b>	<b>Revised: September 10, 2015</b>
	<b>Policy: 4.1 External Complaints Policy</b>	
	<b>Forms: MFS External Complaint Resolution Form</b>	

**Complaint Resolution for Clients / Community Members**

When a Client/ Community Member’s complaint is directed towards a Metis Family Services (MFS) staff that MFS staff will have five (5) calendar days to meet with the Complainant to address the matter and the results of the meeting will be reviewed by the employee’s Supervisor.

When the staff meets with the Complainant they will utilize a MFS Complaint Resolution Form to document the following:

1. Name and contact information of the complainant.
2. Date of complaint.
3. Nature of the complaint including any remedy sought by the client.

If the issue is resolved between the staff and the Complainant, the MFS staff will do the following:

1. Document the resolution agreed upon within the MFS Complaint Resolution Form.
2. Ensure the form is signed by both the staff and the Complainant to confirm accuracy.
3. Draft a letter summarizing the issue and agreed to resolution and it to the Complainant.
4. Attach a copy of the letter and all meeting notes to the Complaint Resolution Form.
5. Provide the completed Complaint Resolution Form to the CEO.

If the issue cannot be resolved between the MFS staff and Community Member, MFS staff will do the following:

1. Document the outstanding issues to be resolved using the MFS Complaint Form.
2. Ensure the form is signed by both the staff and the Complainant to confirm accuracy.
3. Provide the Complainant with written information explaining the next steps in the MFS complaint process
4. Attach all documentation to the Complaint Resolution Form and forward it to the Supervisor responsible for oversight of the staff and the case, within the five (5) calendar days, as well as provide a copy to the CEO.

**Community Member Appeal to Supervisor**

The Community Member has two (2) calendar days from the meeting date with the MFS staff to decide whether to appeal the matter to the worker’s Supervisor. The Community Member may appeal to the Supervisor either by phone or in writing.

**Supervisor’s Responsibilities**

Within five (5) days of receipt of the appeal from the complainant, the Supervisor responsible for oversight of the case will do the following:

1. Review the documentation provided within the MFS Complaint Resolution Form.

2. Meet with the Community Member and staff together, or meet with the Community Member and staff separately when a meeting between the Community Member and staff will impede resolution of the issue.
3. Document results of the meeting on the Complaint Resolution Form indicating whether resolution was possible, what the resolution was, and/or any issues that remain outstanding.
4. Have both the Complainant and the Supervisor sign the form for accuracy.
5. Provide a copy of the form to the Complainant at the meeting as well as prepare and send a follow-up resolution letter within five (5) calendar days.
6. If the conversation with the Complainant was via the phone, then the letter will be provided via a double-registry within five (5) calendar days.
7. Forward the Complaint Resolution Form and all documentation to the CEO for tracking and filing as well.
8. If the matter was not resolved, the Complaint Resolution Form and all documentation must be forwarded to the CEO.

Where a resolution is reached, the Supervisor will forward a summary of the complaint resolution to the CEO. The resolution may include recommendations for change in MFS policy, procedure or practice. If the client is dissatisfied with the decision of the Supervisor, then the Supervisor will:

1. Advise the CEO that the complaint is unresolved
2. Advise the Community Member that MFS has a process to review the Administrative Fairness of the complaint process
3. Forward the completed MFS Complaint Resolution form and associated documentation to the CEO for tracking and filing.

### **Client Appeal to CEO**

The Community Member has two (2) calendar days from the meeting date with the Supervisor to decide whether to appeal the matter to the CEO in order to conduct an Administrative Fairness Review of the Process. The Community Member must advise the Supervisor by phone or in writing who will in turn notify the CEO.

### **CEO Responsibilities**

Within six (6) calendar days of receiving the appeal request the CEO will:

1. Review all existing documented facts associated with the complaint and conduct a preliminary review of the Administrative Fairness of the process used to develop the resulting decisions.
2. Determine whether the matter warrants referral to the MFS Dispute Resolution Committee which is made up of the CEO, one MFS Board Member and the Human Resources Manager.
3. Where a referral is not necessary, advise the client of the decision made by the CEO
4. Where a referral was deemed necessary, advise the Community Member of the results of the Dispute Resolution Committee Review.

Either way, a letter will be developed by the CEO documenting all outcomes of their analysis and if applicable the results of the Dispute Resolution Committee and send it to all involved parties including the Complainant, and Supervisor.