



PERSONAL ATTENDANT CARE INC.
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DEPARTMENT		Board of Directors
SUBJECT		Complaints - Client
APPROVED BY (signature)	CHIEF EXECUTIVE OFFICER	
	PRESIDENT, BOARD OF DIRECTOR	
APPROVED DATE		February 9, 2009
REVIEW DATE		August 26, 2015
RELATED PROCEDURE Executive – Complaint Clients 2.04		

Policy

The Corporation is committed to providing a high standard of client service and to maintaining its reputation for honesty and integrity. Client satisfaction affects health outcomes and client complaints are an important source of service feedback and help to prevent similar situations from occurring. There is a realization that clients have a “right to complain” and need somewhere to go with their concerns.

Complaint resolution is important, and complaints shall be responded to promptly, accurately, and with the utmost courtesy. Everyone shall be treated fairly and without discrimination regardless of gender, race, colour, language, religion, political or other opinion, national or social origin, association with a national minority, property, birth, age, disability, sexuality or other status.

The Corporation shall not tolerate processes, attitudes or behaviour that amount to any form of discrimination, including harassment, victimization and bullying through prejudice, ignorance, thoughtlessness, stereotyping or any other reason. This commitment shall be demonstrated throughout the Corporation.

All participants in the complaint process shall be treated with dignity and respect. Complaints, whatever their nature, shall be taken seriously and dealt with promptly, effectively and sensitively.

In practice this means:

- there will be clear and effective ways of a client to raise any complaint without fear of retribution or intimidation;
- where appropriate, clients shall be provided with accessible means with which to communicate their complaint;
- clients may be represented or accompanied by a representative;
- wherever appropriate, necessary steps will be taken to ensure the individual safety of the complainant;
- providing access to a consistent, fair, timely and professional complaint resolution system;
- complaints can be informally/formally investigated and/or mediation used to resolve them;
- all complaints and personal information collected will be treated as confidential; and
- there is a right of appeal.