

Policy # G1.8
Policy Name: Grievance Procedures
Implementation Date: August 5, 2006

Policy

SOS Children's Village BC promotes the resolution of Client grievances.

Procedure:

1. When a Client expresses a difference of opinion or a complaint regarding service, every effort is made by the agency personnel to resolve the issue immediately.
2. When an issue is not resolved immediately by the staff member directly involved, the Client is asked if they want to initiate a grievance.
3. The Client has the choice of discussing their concern/grievance with the person involved, or the Director of Village and Support Services, or, with the Executive Director who records the Client's concerns in writing.
4. The person who records the grievance will attempt to resolve it to the Client's satisfaction.
5. A copy of the grievance is kept in the Client file and is forwarded to the Client's Social Worker (where applicable) and to the Executive Director.
6. A copy of the grievance is kept in a file named "Client Complaints" at the program site.
7. The Client is given a copy.
8. If resolution is not achieved at the stage of meeting with the Executive Director, the Client may choose to forward the grievance to the Board of Directors. A designated Board member will meet with the Client to resolve the grievance in a timely manner
9. The Board, at the next Board of Director's Meeting, makes a decision and all parties involved in the grievance receive a written report of the decision. The written report will be forwarded to the client within 2 weeks of the decision. The Board decision can be appealed through the Ministry of Children and Family Development's Internal Complaint Process, or, the Delegated Agency's complaint process if applicable.

10. Upon the completion of steps outlined in points 8 and 9, the Executive Director writes a final report that is sent to the complainant, the staff member, and/or the staff member supervisor. This will happen within 1 week of completion of the Board process.
11. Agency staff will ensure at all stages that the Client is aware of the Ministry for Children and Families Internal Complaint Process, or, the Delegated Agency's Complaint Process (if applicable).