

HIV/AIDS RESOURCES & COMMUNITY HEALTH COMPLAINT POLICY

Policy:

Clients and the community at large have the right to express their concerns and complaints about any aspect of the services that HIV/AIDS Resources and Community Health (ARCH) offers. ARCH shall provide and make accessible a process to encourage the resolution of complaints relating to the rights of clients and the community. No participant shall be penalized for lodging a complaint. The complaint process is confidential and does not affect your ability to access services.

Procedures:

Participants/Patients and community members known as complainant has the right to express their concerns and complaints about any aspect of the services offered by ARCH through the following process:

1. Complainants who wish to complain about the actions of an employee or volunteer should direct their complaint to the Executive Director (director@archguelph.ca) for a timely resolution.
2. Complaints should be directed to the Executive Director in a timely fashion within a maximum of three months from the reason to lodge a complaint. This will allow for a careful review of the facts. Complaints made about an event that occurred over three months preceding the initial report will still be reviewed, but may not be able to be reviewed in as thorough a fashion due to the passage of time.
3. All complaints must be formalized in writing and submitted to the Executive Director. Complaints should be documented and signed on the Complaint Form*. An ARCH representative hearing the complaint should assist the client with filling out the complaint form if necessary.
4. The Executive Director will respond to all complaints within 24 hours.
5. The Executive Director will be responsible for conducting a review of all aspects of the complaint. If the complaint is about an employee then the employee may be placed on a paid leave until the review is completed. In the case of a volunteer they will not be active within the agency until the review is completed.
6. A response to a complaint deemed unsatisfactory should then be directed to the Executive Committee of the Board of Directors

7. A complaint about the Executive Director should be directed to the Executive Committee of the Board of Directors.
8. Complainants who wish to complain about the actions of a Board of Director should direct their complaint to the Executive of the Board of Directors.
9. If the complaint concerns a member of the Executive, that member shall remove themselves from the Executive until the Executive can manage a formulated a response.
10. The decision of the Executive of the Board of Directors shall be final.
11. All information concerning a complaint is confidential. Only parties involved in resolving the complaint should have information about the complaint. Documentation will be filed in the Executive Director's office, not in Complainants files. (If a complaint involves the Executive Director then the documentation will be held by the Board of Directors).
12. No Complainants shall be penalized or have their access to services affected by accessing the complaints process.
13. All individuals who submit a written complaint will receive a written response to their complaint.
14. Information about this policy and copies of the complaint forms will be widely accessible through ARCH staff and made available for download on the ARCH website.

*Please see next page for the Complaint Form. The pdf has been enabled so you can complete this on-line should you desire.



**HIV/AIDS RESOURCES AND COMMUNITY HEALTH
COMPLAINT FORM**

Our service is committed to providing high quality care and services and meeting your needs. We value your feedback – including complaints.
Please let us know what we do well and where we can improve our services.

Name: _____ Date: _____

Reason for Complaint:



Internal Follow-Up

Staff Name: _____ Date: _____