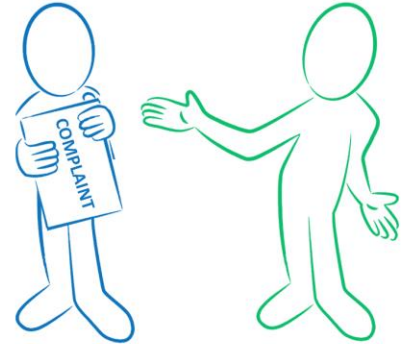




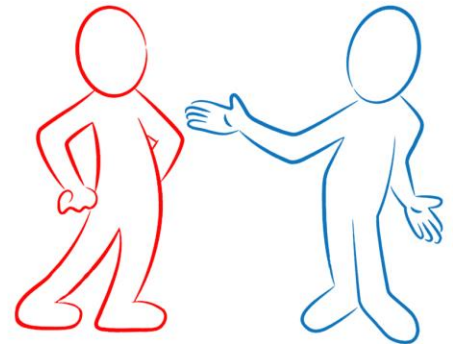
CLIENT COMPLAINT PROCESS



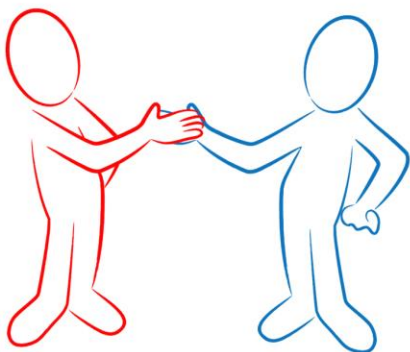
Client makes a complaint/concern.

Complaint/concern is taken to the Department Leader.

Leader will speak with the involved staff member(s) concern(s) raised by the client.



Department Leader will follow-up with the client.



Yes? The end!



No?



The complaint/concern will be taken to the Chief Executive Officer.

If the client is not satisfied at this point, the client will take the complaint/concern to the Chair of the Board for policy review.

If still not satisfied with the solution offered, it will be the client's responsibility to take further action.

