



Halton Women's Place

Healthy Relationships • Healthy Communities

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Client Complaint Policy and Procedure

Policy:

All employees, students and volunteers of Halton Women's Place (HWP) strive to ensure clients' time with us is a positive and productive experience, whether staying in residence, attending our programs, or receiving services from us in the community. We recognize that there may be times when our service delivery does not meet your expectations and we want to know how we can improve to better meet your needs.

All HWP clients have the right to be informed at the time of intake of their right to file a complaint to a member of the Management staff regarding service received by HWP employees, volunteers, or students. These complaints will be responded to in a timely manner ensuring service is client focused, respectful, based on established policies and protocols, and expectations are clearly outlined and confirmed with clients.

There will be no retaliation toward the client for filing a complaint.

Procedure:

If you have a concern or complaint about the service you have received, we encourage you to speak to the person directly and provide them with an opportunity to address your concern. If you do not wish to address it directly you may direct a complaint to a Residential Supervisor (for Residential clients) or the Clinical Manager (for Community Outreach clients) either by phone or in writing. We ask that complaints be reported within 24 hours so we can obtain details immediately and commence addressing your concerns in a timely manner as outlined below:

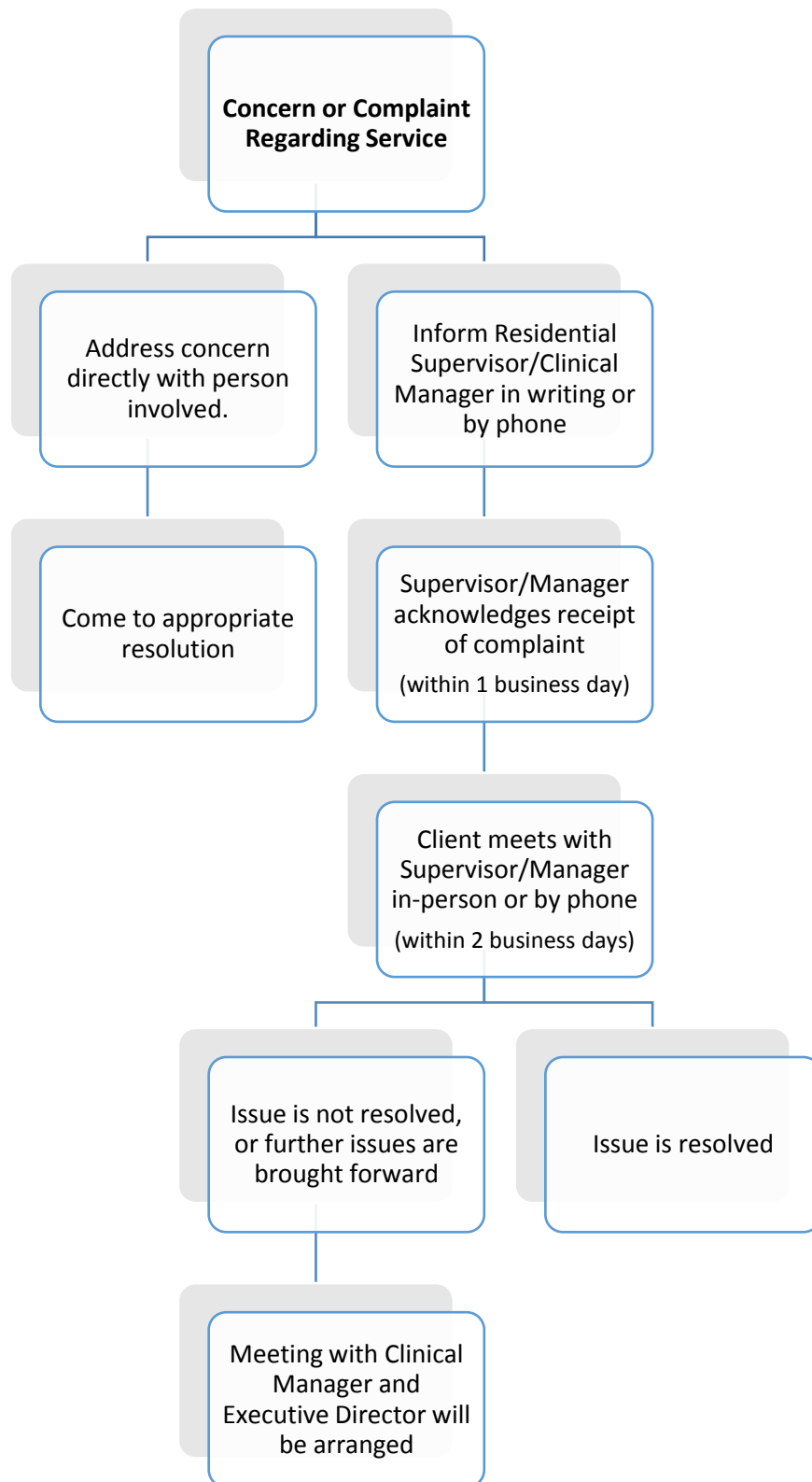
- Within one business day the Residential Supervisor or Clinical Manager will acknowledge receiving your complaint.
- Within 2 business days, the Residential Supervisor or Clinical Manager will follow-up with you.
- Timelines may be extended based on availability or referred to an alternate member of the management team to ensure timely action.

The matter will be discussed either by phone or in person depending on which manner is mutually agreed upon. The complaint and documentation regarding its processing and resolution will become part of the client's file.

Where repeated complaints are received from a client, a meeting shall be held with the client and the Clinical Manager or Executive Director to discuss the multiple concerns or complaints being reported. Discussion will address the action being taken and the plan for ensuring improved circumstances going forward. This may require action on the part of HWP staff and volunteers, as well as the client.

The goal is to support a successful service to our clients.

Complaint Procedure Flowchart- Residential and Community Clients



Halton Women's Place
Client Service Complaint

Client Name	
Date	
Shelter Location or Program Name (Please Check One)	Residential: <input type="checkbox"/> Burlington <input type="checkbox"/> Milton Community Outreach: <input type="checkbox"/> Transitional Support <input type="checkbox"/> Bridging Families <input type="checkbox"/> Court Support
Concern or Complaint	
Supervisor	
Resolution or Action Taken	
Supervisor/Manager Signature and Date	

