



POLICY:	Consumer Complaint Policy
ISSUING DEPARTMENT:	Human Resources
ISSUING DATE:	October 2012
REVISION DATE:	October 2013

POLICY STATEMENT:

The Canadian Hearing Society (CHS) is committed to providing excellent service. We recognize that from time to time there may be complaints and we believe that our consumers and stakeholders have the right to tell us about them. We also believe that the way we manage complaints should be timely, fair and respectful. This policy explains the method and guidelines that CHS uses for resolving concerns or complaints about the way CHS has delivered service

Definition of a Complaint

A complaint is an expression of dissatisfaction with CHS policies, procedures, employees or quality of service. Examples include, but are not limited to:

- a belief that CHS did not act on something we agreed to do
- failure to observe policies or procedures
- unacceptable delay receiving service
- staff error
- breaking confidentiality or privacy rules
- rude or not helpful actions/statements by staff
- communication access denied (eg. denial of interpreting services, etc)
- discrimination by CHS

A complaint may be received in person verbally, in ASL, by phone, TTY, in writing by hand delivery, mail, fax or email. Emails can be sent to the Regional Director or Program Director or to complaints@chs.ca or Skype complaints.chs.

The procedure for making a complaint is available in plain language to all members of the public. We are committed to providing an opportunity to explain the problem and to ensuring prompt action and ongoing follow up until the issue is resolved.

PROCEDURE:

Complaint Reporting Process

See [Flow Chart](#).

Guidelines for Implementation

1. We will inform the consumer that we received the complaint.
2. Confidentiality will be respected at all times. We will not share this private information with people other than the appropriate CHS staff.
3. If required, CHS will arrange for a sign language interpreter, captioning or other communication options to help the consumer share the details of the complaint with us.
4. The Canadian Hearing Society will give the consumer the information needed in English, ASL, LSQ or French. If information is needed in another language we will try to arrange this.
5. CHS will make sure we investigate each complaint in a way that is fair and respectful to everyone involved.
6. CHS will make sure we have the information required to properly look into the complaint.
7. The Regional Director (RD) will inform and consult with the Program Director (PD) on all program-related complaints.
8. We will let the consumer know we received the complaint no more than five working days after receiving it and every effort will be made to review and respond to the complaint within 20 working days of receiving it.
9. If a complaint is not resolved after 10 working days, we will provide the consumer with a progress report.
10. The complaint will not put in the consumer's service file. It will be kept in a separate file this will ensure client confidentiality.
11. The complaint form and progress notes will remain in the department or region related to the complaint.
12. CHS will provide the consumer with clear and understandable reasons for how decisions on the complaint were made in their language of choice. We will do this verbally or in ASL or LSQ. The consumer will receive a letter that confirms this discussion.
13. If the consumer is not satisfied with how CHS has dealt with the complaint, they can request that the Vice President (VP), Programs and Services, looks into it. If the consumer is still not satisfied with the outcome, they can request that the CEO look into the complaint. This may or may not change the decision.

14. All CHS staff must understand the complaint policy, how it works and work with CHS to address complaints.

15. Complaints are used to assist in improving services, policies and procedures. Consumer feedback, complaints and compliments, help CHS improve its services, policies and procedures.

Forms:

[Consumer Complaint Report From
Consumer Complaint Process Flow Chart](#)

[Consumer Summary Form](#)

[Guidelines for Writing a Response Letter to the Complainant](#)

[Consumer Complaint Tracking Form](#)

APPROVED BY:	DATE:
Senior Management Team	October 2012