



Complaint Policy: Approved by Board of Directors November 25, 2015
Review Date: September 2024

Policy: CMHA Kamloops Branch, is committed to operating with integrity and providing quality services. Those who do not believe this commitment has been met have the right to submit a complaint.

Procedure: CMHA's complaint policy is posted in each program location and is introduced to clients upon intake, membership application, or other involvement in formal programming or services. Clients are encouraged to take the following steps with their complaint:

1. If related to a program, discuss the matter with the program Supervisor, who will take any corrective action required within the boundaries of their authority.
2. Should the complainant remain dissatisfied, they may submit their concern to the department Manager within 10 business days of the date it was raised with the Supervisor. Failure to abide by the time limit may terminate further pursuit of the grievance. The Manager will acknowledge receipt of the complaint in writing to the complainant within 2 business days. Investigation and any corrective action required, within the bounds of their authority, will be taken within 10 business days. The complainant will also receive written notification of the resolution of the complaint and an explanation of any further appeal or recourse within 10 business days of raising the complaint with the Manager.
3. If the individual is still unsatisfied with the outcome or if the matter does not relate to a program, the complainant may submit a written request for intervention to the Executive Director, who will acknowledge receipt in writing within 5 business days. The Executive Director will take any corrective action required within 10 business days and inform the client, in writing, of the resolution. There is no further complaint review after this third step. The Executive Director's decision is final.



**Canadian Mental
Health Association**
Kamloops

Complaints can be emailed to:

complaints.kamloops@cmhakamloops.ca

or sent by mail to:

**Executive Director
Canadian Mental Health Association, Kamloops Branch
651 Victoria Street
Kamloops BC, V2C 2B3**

Complaints will be forwarded to the appropriate party and/or department upon receipt. If assistance is required in making a complaint, any CMHA Kamloops Branch employee can provide this support.

At each step in the process, the complaint and action taken is communicated to the program Manager and Executive Director. All grievances and actions taken are reported to the CMHA Kamloops Branch, Board of Directors.

Individuals (clients, members and persons receiving services) also have the right to file an external complaint (eg. through the BC Ombudsman). They will be informed and assisted, as required, to utilize that complaint mechanism by any CMHA Kamloops Branch, employee.