

## Client Complaint Process

The Q'wemtsín Health Society (QHS) Client Complaint form is provided to improve services at QHS. If a Client's complaint is directed to a member of the staff it must be given to the society's Health Director. If the complaint is directed to the Health Director it must be submitted to the society's Board of Directors. All complaints must be signed by the person initiating the complaint.

1. To complete a Client Complaint Form please make your request to the front desk personnel, by phone, fax, or email. A printable form is also located on our website at [www.qwemtsin.org](http://www.qwemtsin.org).
2. A completed Client Complaint form is to be submitted to QHS through mail, fax, email, or drop off.
3. Submitted forms will be discussed with the complainant to gather full information by either the Health Director or Board of Directors.
4. The Health Director or the Board of Directors will discuss and review / investigate with the appropriate department manager or Board depending on who the complaint is directed at.
5. Once reviewed, the Health Director or Board of Directors will communicate resolution with complainant.
6. All actions taken will be documented and be kept in complainant's health record that includes documented investigation, actions taken and outcomes.
7. If the complainant is not satisfied with the resolution advice, the client will then direct the complaint directly to the society's Board of Directors.

Along with the suggestion box in our main kitchen, QHS also welcomes any suggestions for improvement that can be submitted anonymously.



## Client Complaint Form

Last Name:

First Name:

Initial:

Address:

City:

Prov:

Postal Code:

Country:

Email:

Phone #:

Cell#:

**PROVIDE THE SPECIFICS / DETAILS OF YOUR COMPLAINT HERE**

**WHAT RESOLUTION / REMEDY WOULD YOU LIKE TO SEE?**

Signature: \_\_\_\_\_

Date: \_\_\_\_\_