



## Complaints Procedure

We want to know if you have any complaints or concerns about the services you receive from Thrive. You can help us serve you and others better by letting us know what we can do to improve things.

### Clients:

- You have the right to make a complaint.
- You have the right to have your complaint heard.
- You have the right to expect that a reasonable effort will be made to resolve your complaint.
- You have the right to be informed both verbally and in writing how this complaint will be resolved.
- You have the right to have an advocate or support person present at any of the meetings that are set up to address your complaint.
- You are responsible for being clear about the facts surrounding the complaint.
- You are responsible for putting your complaint in writing. However, you can ask us or someone else to help you.
- You are responsible for making every effort to be cordial and cooperative during the entire process.

### Thrive Workers:

- We have the right to request that the complaint be made in writing.
- We have the right and responsibility to fully investigate the circumstances underlying the complaint.
- We are responsible for having a complaints resolution process.
- We are responsible for providing you with a resolution in a timely manner.
- We are responsible for making every effort to be cordial and cooperative during the entire process.
- We are responsible for giving you a copy of the outcome of the complaint process.

If you are comfortable doing so, please share your concerns with your Thrive staff. If you are uncomfortable with this or have tried talking to your Thrive staff and are not happy with the results, you can make a complaint directly to the Program Manager at 250-383-4821, or you can make a written complaint and mail it to the Program Manager.

If the Program Manager is unable to respond immediately to your call or letter, she/he will phone you within two (2) working days of receipt of the complaint. The Executive Director will also be made aware of the complaint by the Program Manager. You are welcome to contact the Executive Director at 250-383-4821 if you would like to talk about your situation. Should the complaint remain unresolved, a meeting will be scheduled within seven (7) days.

If you are not satisfied with the outcome, a formal review will be scheduled within three (3) weeks, which would involve the Program Manager, the Executive Director, and, if possible,

someone from the Ministry of Children and Family Development or Community Living BC, along with any support person you would like to bring. In the event the complaint is not resolvable at this level, you will be notified of the option of applying for a review of the Agency's handling of the complaints process through the Office of the Ombudsman.