



# Access Alliance

Multicultural Health and Community Services

## **Making a Complaint – Clients and Community Members:**

As a client or community member you can make a complaint about your experience with the care or services you received from Access Alliance Multicultural Health and Community Services. We are committed to responding and resolving complaints and concerns in a timely manner and with the right people involved. As a client or community member you can make a complaint or raise a concern at any time. We will handle your complaint or concern in a sincere and problem solving manner. Interpreters will be provided as necessary.

## **Complaint Principles:**

We see your complaint or concern as:

- a way to learn and do things better
- a way to reduce risky situations
- an opportunity for positive customer service

Our commitment is to **Listen**, **Act**, **Respond**, **Resolve** and **Report** on all written complaints.

Please tell us if something is bothering you or did not go as expected:

## **How to make a complaint:**

You can tell a staff person:

- a) They will listen, try to resolve the issue or offer to have a manager or director contact you by phone

**OR**

You can fill out a complaint form and include your contact information:

- b) Complaint forms are available in the waiting room or from Reception
- c) Put the Complaint Form in the Suggestion Box
- d) A manager or director will contact you within 10 business days; If a manager or director cannot resolve the issue, you can speak with the Executive Director or designate;

Once a year all written complaints are reported to the Board of Directors – they review the report to see that all complaints have been addressed and/or resolved.