

CLIENT COMPLAINTS

TransCare® P&P: QM 402

Rev: 2014-06-03

Authorized By: *Odette Mahony*

PURPOSE

The purpose of the policy is to establish guidelines for handling client complaints.

SCOPE

All employees and volunteers

POLICY

Clients will receive information at service initiation which specifies service parameters, client rights and how to make a complaint.¹

Complaints will be handled in a way that shows clients we value their satisfaction:

- TransCare® will make it as easy as possible for clients to give us feedback through a variety of ways including through the web.
- Supervisors will coach and monitor front-line employees and volunteers in responding to complaints, and ensuring complaints are documented.
- Employees and volunteers will address complaints courteously, and will escalate a complaint if:
 - Unable to resolve it to the client's satisfaction, or
 - The nature of the complaint requires different attention.

➤ See procedure: *service initiation information complaint handling*

DEFINITION

Complaint: Negative feedback whether verbal or written. Information requests are not complaints but a statement of concern or a statement of a problem are.¹

PROCEDURE

Client service initiation information

Agency



Provide upon intake:

- Client Bill of Rights
- Complaint procedure

Programs



Services provided

- What
- How much

Instructions for receiving services
Contact for making a complaint

- Program – Initial contact
- Agency – Complaint manager

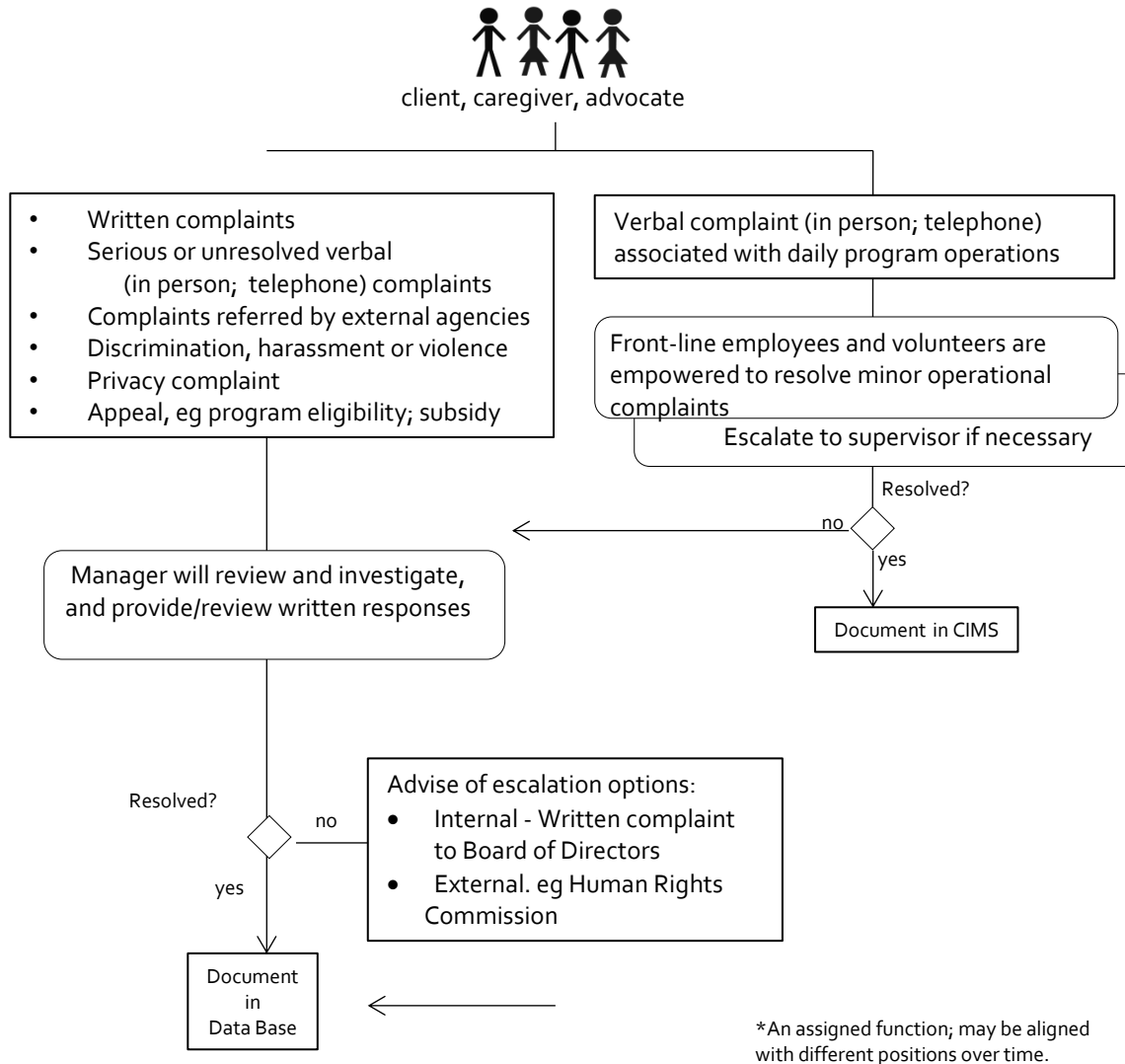
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Complaint Handling



REVISION HISTORY

- 2011-04-01
- 2014-06-03

RELATED DOCUMENTS

N/A