



YOUR RIGHTS TO MAKE A COMPLAINT

Any person who is in contact with TAIBU may wish to suggest service improvements, express their concerns or lodge a complaint. This may include clients, relatives of clients, a prospective client, a community member, a representative of a community partner or an advocate.

A complaint is a verbal or written expression of a dissatisfaction concerning TAIBU services or practice.

A complaint generally questions the quality of services offered and usually addresses one of the following:

- Accessibility and/ or continuity of services;
- Administrative functioning;
- Practice of a person affiliated with TAIBU;
- Health and safety issues.

PROCEDURES

Administration

If you have a complaint, or would like to make a suggestion for improvement regarding reception or other administrative services, please discuss it with the administrative staff first. If you are not comfortable or you are not satisfied with the response please discuss it with the Manager Human Resources & Administration

Community Programs

If you have a complaint, or would like to make a suggestion for improvement, regarding one of the Centre's groups or community programs, please discuss it with a staff member or contact our program Manager.

Clinical Services

Any complaint or suggestion regarding your clinical care Please discuss it with the Executive Director

The receptionist, or any staff member, will provide you with the appropriate name and contact information.

If you are not satisfied with the response you receive from the responsible staff or Manager you can ask to speak to the Executive Director. If the response from the Executive Director is not satisfactory to you, you have the right to contact the Board of Directors.

TAIBU takes complaints seriously and we will follow up all complaints in a timely manner. Unless you request otherwise, the responsible staff responding to your complaint will contact you directly to hear your concern, and to discuss with you a plan of action.