

CCHRSC'S  
**HR TOOLKIT**



**TOOL:** Sample Complaint Procedure

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[Insert your organization's name here]

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## **COMPLAINT PROCEDURE**

A participant/client should address concerns or complaints to the program staff. Program staff will document all complaints and inform her/his manager immediately. A participant/client may choose to submit a written complaint directly to the manager of the program if the complaint concerns the program staff.

If a solution cannot be found and the issue cannot be resolved with the program staff right away, the complaint will be referred to the manager of the program, who will provide an initial response within 24 hours and follow-up action within a reasonable time.

If the issue remains unresolved, the participant/client may then forward a written complaint to the Executive Director in either English or French. A response will be made in the language of the complaint within 7 working days. Please note that complaints received in French may be translated by another manager in the organization or by an outside organization.

*Andrew Fleck Child Care Services agreed to share this document as a resource for the CCHRSC's HR Toolkit. Resources are provided for reference only. Always consult current legislation in your jurisdiction to create policies and procedures that meet the needs of your organization.*