

Dispute Resolution Procedure

In circumstances where a consumer/client may express dissatisfaction with the service provided:

1. They would be encouraged to discuss their concerns with their counselor in an effort to resolve any outstanding issues.
2. Should that fail to produce a satisfactory resolution of the matter, an offer would be made to arrange a subsequent meeting together with the agency Executive Director serving as mediator.
3. Should the dispute in question between consumer and counselor be deemed irreconcilable and /or a change in counselor be perceived by both parties as potentially beneficial to successful outcomes, an offer would be made to transfer the case to another counselor in the agency.
4. Should the actions listed above fail to satisfy consumer/client expectations or the issues persist thereafter, an offer would be made for assistance with sourcing alternate service in the community.
5. In all cases, the complainant would be encouraged to register their concerns – in confidence – to the Executive Director, for the purposes of program evaluation and continuous improvement.

Reviewed/Amended: **August 17, 2006**