



Policy Title	Approved by	Approval Date
Client Complaint, Appeal and Resolution Policy	Andrea Paszti, Executive Director	*September 2025
<i>* This updated policy is effective as of September 2025. In the event of any future changes to this policy, the date of the changes made will be included in this section.</i>		

CLIENT COMPLAINT, APPEAL AND RESOLUTION POLICY

PURPOSE

This policy outlines the process for receiving, addressing, and resolving complaints from clients. The purpose is to ensure that all clients are treated fairly, respectfully, and promptly, and that their feedback is used to improve our services.

SCOPE

This policy applies to all staff, volunteers, contractors, and board members who interact with clients of Street Haven.

POLICY STATEMENT

Street Haven values client feedback as an opportunity to improve services. We are committed to:

- Treating all complaints seriously and with respect.
- Resolving complaints quickly and fairly.
- Keeping the process accessible and barrier-free.
- Protecting confidentiality and preventing retaliation.

DEFINITIONS

A client complaint is an expression of dissatisfaction, made by a client regarding a service, staff or volunteer conduct or Organizational policies, practices, or decisions.

GUIDING PRINCIPLES

- Accessibility: Clients will be informed of how to make a complaint in plain language.
- Respect: Complaints will be handled respectfully, without discrimination or retaliation.
- Timeliness: Complaints will be acknowledged and resolved within established timelines.
- Confidentiality: Complaints will be kept confidential, with information shared only as needed to resolve the matter.
- Fairness: All complaints will be reviewed objectively and impartial.



PROCEDURE

Street Haven upholds the following procedure as central to the well-being of clients:

Informing Clients:

- Clients are informed of their right to file a complaint or appeal at the time of intake.

Filing a Complaint:

- Clients may make a complaint directly to staff or submit it in writing (letter, email). Staff must forward complaints to their supervisor within 2 business days.
- Complaints should be made as soon as possible, but no later than thirty (30) days from the date of the incident.

Acknowledgment:

- The organization will acknowledge receipt of the complaint within five (5) business days.

Investigation:

- The supervisor or designated manager will review the complaint, gather information, and may contact the client for further details.
- The Program Manager or Director will lead the investigation and may seek recommendation from Human Resources where appropriate.

Resolution:

- The Program Manager or Director will provide a written response outlining the findings and any actions taken will be provided to the client within 30 business days.
 - **Note:** this timeline may be extended in cases where the resolution process involves several individuals, has suitable complexity, and/or there are persons who are away on leave or unavailable for meetings.

Appeal:

- If the client is not satisfied with the resolution, they may request an appeal to the Executive Director (or Board Chair, if the Executive Director was involved). The appeal decision will be final.
- Appeals must be submitted in writing within fifteen (15) business days of receiving the resolution.

Record Keeping:

- All complaints and appeals will be documented and kept on file for a minimum of five (5) years.
- An aggregate review of complaints and appeals will be conducted quarterly and reported to the Board of Directors.

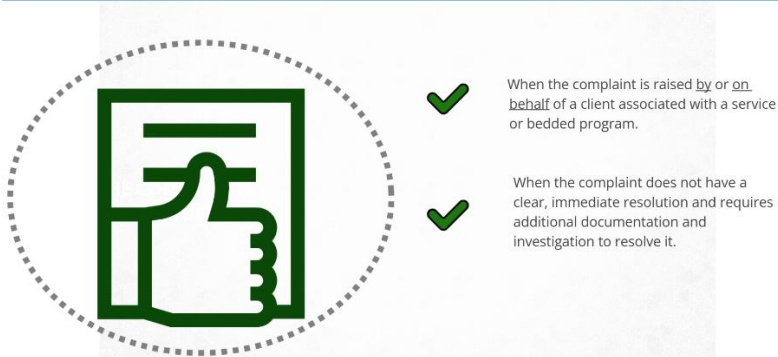


SMIS Documentation Requirement:

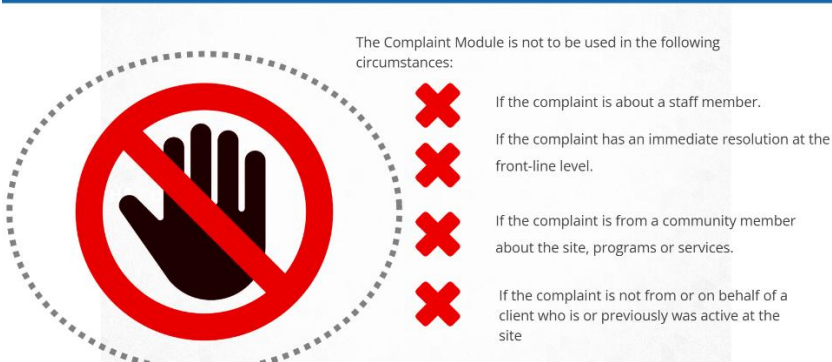
For Shelter Clients:

- All shelter and 24-hour respite providers are required to document all formal escalated complaints in the SMIS (Shelter Management Information System) Complaints Module.
- Compliance with this requirement is mandatory and will be assessed as part of the annual quality assurance review.
- The goal of this directive by Toronto Shelter Standards (TSSS), is to ensure that when complaints are escalated to TSSS, there is clear and complete documentation within SMIS reflecting the actions taken at the program level.

WHEN TO USE THE COMPLAINTS MODULE



WHEN NOT TO USE THE COMPLAINTS MODULE





ROLES AND RESPONSIBILITIES:

- All staff: Receive complaints respectfully, document and forward them promptly.
- Supervisors/Managers: Investigate and resolve complaints.
- Executive Director/Board: Review appeals and oversee policy compliance.

CONSEQUENCES

Failure to adhere to this policy may result in disciplinary action up to and including termination of employment.

REVIEW AND APPROVAL

This policy will be signed off by all Street Haven staff and reviewed every three years by the Human Resources department in collaboration with the executive management team.



CLIENT COMPLAINT FORM

Thank you for visiting Street Haven. We value all our clients and strive to meet everyone needs.

Please tell us the date and location of your visit:

Date:

Location:

Client Information (optional if anonymous):

Name:

Phone:

Email:

Address:

Preferred Method of Contact

1. Nature of the complaint

- ☐ Service quality
- ☐ Staff or volunteer conduct
- ☐ Policies or procedures
- ☐ Facilities/Accessibility
- ☐ Other (please specify):

2. Description of the Complaint

Please describe your concern, including dates, times, and any individuals involved:

3. Impact

How has this issue affected you?

4. Desired Outcome

What would you like to see happen as a result of your complaint?

5. Signature (optional):

****All Client Complaint Forms are to be submitted to your reporting manager and or HR****