

Client Complaint Resolution Policy

CSC encourages Clients to identify concerns and bring forward any complaints and/or conflicts.

CSC listens to and documents concerns and responds to complaints as required, in order to facilitate a fair, timely and acceptable resolution.

The rights of all parties involved will be acknowledged and protected throughout the entire complaint resolution process.

Every effort will be made to maintain confidentiality throughout the investigation and resolution of complaints. Depending on the nature of the complaint and resolution required, information about the complainant may need to be shared. If this is the case, CSC will seek the complainant's permission. Clients have the right to refuse permission; however, this may affect CSC's ability to resolve the complaint to their satisfaction. The designated Employee will discuss any significant consequences that might result to ensure that the Client understands implications of refusing permission.

This policy is referenced in the Client Bill of Rights, which is given to every Client. It is available in its entirety upon request.

CSC will ensure that Volunteers, Employees, Brokered Workers, and Independent Contractors associated with CSC are aware of and know where to access a copy of this policy and related procedures.

Approved by the Board of Directors
August 21, 2014

Reviewed November 3, 2015, October 27, 2016

