

# AFRICAN COMMUNITY SERVICES OF PEEL (ACS)

## CLIENT COMPLAINT POLICY

### **Purpose**

African Community Services of Peel (ACS) is committed to ensuring efficient and fair resolution of service complaints.

### **Definition**

A complaint is any expression of dissatisfaction received by ACS staff relating to a service provided. It is a written or verbal statement of grievance, including electronic communications from a client.

### **Fairness**

ACS recognizes the need for fair and equitable treatment from both the complainant (client) and the NCP staff against whom the complaint is made.

### **Policy**

#### **How to make a Complaint**

A complaint can be made either in writing or verbally through the following channels:

- In person to any staff member of ACS
- Email: [info@africancommunityservices.com](mailto:info@africancommunityservices.com)
- Telephone: 905-460-9514
- Fax: 905-460-9769

### **Process**

#### **Upon receipt of a complaint:**

An investigation will follow upon receiving any complaint.

#### **Step One:**

Complaints must be handled fairly and responded to promptly by the manager of the staff against whom the complaint is made. Both the complainant and the staff against whom the complaint is made must be given the opportunity to explain before a resolution is reached. If the complaint is received in writing, the manager needs to provide a resolution in writing.

#### **Step Two:**

If the client is not satisfied with the resolution offered in Step One, an ad-hoc committee will be formed to further discuss a resolution. Complaints relating to harassment, discrimination, the violations of human rights and/or critical safety and health issues (for example, a life-threatening incident) must follow Step Two of this process, and involve Human Resources.