

Complaints & Appeals

from Clients, or Members of the Public

Family Service Regina (FSR) is committed to providing timely, effective, and respectful service to the clients they serve and to members of the public. Notwithstanding Family Service Regina's commitment to deliver inclusive, accessible, and sensitive services, clients and others may have concerns about the services received. Family Service Regina values and actively promotes input from clients and the public and is committed to responding to any complaints in a timely and sensitive manner.

Clients have the right to register complaints about all aspects of their service experience and seek resolution of these matters. Family Service Regina informs clients and the public of their right to register complaints and appeal decisions. A record of client complaints is maintained and reviewed quarterly by the Management Team. The Board of Directors is informed in a timely manner of all written complaints and those that are deemed to be of a high-risk nature. In addition, a summary of the themes of complaints is reported to the Board of Directors annually.

How to Raise a Concern

If you feel comfortable doing so, we encourage you to first discuss your concern with your counsellor or service provider. If your concern is not satisfactorily resolved, or if you are not comfortable speaking with your service provider, you may contact:

- The Program Director or Supervisor at 306.757.6675;
- The Chief Executive Officer (CEO) at 306.757.6675;
- The Board of Directors; or
- The appropriate professional regulatory body, where applicable.

Clients and members of the public may present their complaints verbally or in writing, or select a third party to bring their complaint forward.

All client complaints received by the agency, including the solutions attempted and achieved, will be documented and stored in your file for confidentiality purposes.

You Have the Right to:

- Raise concerns or make a complaint about any aspect of the services you receive.
- Be treated respectfully throughout the complaint process.
- Have your concerns reviewed fairly and objectively.
- Receive information about the complaint process.
- Have another person support you or submit a complaint on your behalf, if you so choose.
- Make a complaint without fear of retaliation or a negative impact on your services.