



5.3 Complaints and Suggestions

POLICY:

SSICS will provide a safe, confidential and fair process to receive and review complaints from program participants, community members and employees. Complaints will be reviewed and responded to in a timely manner. SSICS will inform program participants and the general public of the complaint procedure in plain language and provide a form for submitting a complaint or suggestion.

PROCEDURE:

1. Complaints will be made in writing to the supervisor or Executive Director as soon as possible after the incident.
2. Complaints and appeals will be reviewed and a response given whenever possible within fourteen (14) days.
3. The person submitting the complaint will be notified of the outcome, to the extent and in the detail possible and appropriate.
4. A decision may be appealed in writing within 30 days and will be reviewed and a final response given whenever possible within fourteen (14) days.
5. When the complaint is specific to the Executive Director it will be made in writing to the Chair of the Board of Directors.
6. People submitting a complaint will not experience any consequences or barriers to service from SSICS for bringing forth a complaint through the established policy.