



INTEGRATED SERVICES FOR AUTISM AND
NEURODEVELOPMENTAL DISORDERS

CLIENT COMPLAINT STATEMENT

Clients of ISAND (meaning clients and their families, guardians, or substitute decisions makers, as applicable) have the right to raise concerns to the organization and to have those concerns addressed in a professional and expedient manner.

Clients with complaints should first attempt to address and resolve the issue with the associate, employee or volunteer involved with the issue giving rise to the complaint, unless the complaint is related to abuse, is of a sensitive nature, there is a perceived conflict of interest, or the Client is not comfortable approaching that associate, employee or volunteer directly.

Any team member or volunteer who receives a complaint from a Client, verbally or in writing, may attempt to address the complaint themselves. If they can resolve the complaint to the Client's satisfaction, they will document the complaint and resolution thereof.

ISAND will not investigate complaints that are considered by the Executive Director to be frivolous or vexatious.

ISAND will take no action against Clients who make a complaint and no Client will be prejudiced in any way as a result of having made a complaint.

The relevant ISAND associate, employee, manager or supervisor will investigate, attempt to resolve the complaint and report back to the complainant in writing within seven (7) calendar days.

If the complaint is still unresolved at this stage, the complaint will be sent to the Executive Director who will review the complaint, all related correspondence and communications, and any information obtained through the investigation. The Executive Director will respond to the complainant in writing within seven (7) calendar days, unless more time is required to investigate the complaint, in which case the Executive Director will continue to report to the complainant on the status of the investigation every seven (7) days until the investigation has been completed.

If the complaint cannot be resolved at the executive director stage, or if the complaint is about the executive director, the Board will become engaged in the process through the Board Chair.

An anonymous complaint can be made in writing by sending a written complaint to the Executive Director.

The Client Complaint Policy will be made available to every Client upon admission to service or program and will be included with the service agreement

