

 <p>Fraser Works Co-op</p> <p style="text-align: center;"><b>FRASER WORKS PROCEDURES AND POLICY</b></p>	<p><b>Procedure:</b></p> <p><b>6</b></p>
<p>Revision Date: JANUARY 2019</p>	
<p><b>DISPUTE RESOLUTION</b></p>	

**Purpose:**

Participants, other service providers, government bodies and the general public can request a review of decisions, address concerns and provide complaints following a set of clearly defined procedures designed to resolve such situations quickly, fairly and without reprisal.

**Procedure:**

Any participants, Family members or other advocates have the right to make a complaint in person, via telephone or in writing to any of the following people:

- The person with whom they have the complaint
- A staff member with whom they feel comfortable
- The program supervisor
- The program manager

Fraser Works will respond to the complainant within 5 business days of the complaint being made. The complaint will be submitted to the centre coordinator with specific details providing key information and facts.

Once the complaint or concern has been received, the centre coordinator, will conduct an investigation. This investigation will be documented and a copy of findings will be sent to the general manager and a copy will be provided to the complainant. If the complaint is directed at the centre coordinator the general manager will conduct the investigation. If the complaint is directed at the general manager the president of the board will conduct the investigation.

Clients will be informed in intake of Fraser Works Co-op complaint process, also at this time clients will be informed of external routes of appeal. All staff involved in the complaint will be informed and will be given the opportunity to respond.