

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

Purpose

Fraser Works is committed to ensuring that participants/clients, service providers, government bodies, and members of the public have the opportunity to request a review of decisions, raise concerns, and submit complaints. All concerns will be addressed through clearly defined procedures that are designed to resolve issues promptly, fairly, and without fear of reprisal.

Procedure

Participants, family members, and advocates have the right to make a complaint in person, by telephone, or in writing to any of the following individuals:

- The individual directly involved in the concern
- Any staff member with whom they feel comfortable
- The Program Supervisor
- The Program Manager

Fraser Works will acknowledge and respond to all complaints within five (5) business days of receipt. Complaints will be documented and submitted to the Program Supervisor, including all relevant details, facts, and supporting information.

Upon receiving a complaint or concern, the Program Supervisor will initiate and conduct an investigation. The investigation process will be documented, and a summary of findings will be provided to the Program Manager, with a copy shared with the complainant.

- If the complaint involves the Program Supervisor, the investigation will be conducted by the Program Manager.
- If the complaint involves the Program Manager, the investigation will be conducted by the President of the Board.

Clients will be informed of Fraser Works Co-op's complaint process during intake, including available external avenues for appeal. All staff involved in a complaint will be notified and provided with an opportunity to respond as part of the investigation process.