



## **Tamarack Recovery Centre Complaints Policy**

Tamarack Recovery Centre welcomes and responds promptly to feedback we receive on the safety, delivery and accessibility of our services. Every participant, family member or support person has the right to make a complaint, report concerns, access advocacy or make suggestions regarding Tamarack's program. Tamarack staff aim to facilitate the fair, simple, speedy and efficient resolution of complaints or concerns.

Tamarack Recovery Centre's process for making a complaint or reporting concerns is as follows:

1. To make a complaint or report safety concerns, without retribution, individuals can make a complaint to the individual(s) who provided the service, the Executive Director or any other staff person(s). This can be done [in person, by phone or email](#).
2. The complaint or concern will be acknowledged and documented.
3. All feedback will be directed to the Executive Director, who determines what action, if any, should occur.
4. If the feedback requires follow-up, the individual will be notified that the request is being reviewed and when they can expect a response.
5. If the feedback or complaint requires specific action steps to address the concern, the individual will be informed of the steps that will be taken to do this.
6. Tamarack will respond to feedback in a way that meets the communication needs of the individual and we will document the actions we take to respond to the feedback we receive. Information documented will be available on request in a format that meets the individual's communication needs.
7. If the individual is not satisfied with the proposed resolution of the complaint or concern or with the decision of the Executive Director, they can submit their complaint in writing to the Tamarack Recovery Centre Board of Directors.
8. All resolutions and follow-up of complaints, concerns or incident reporting will be consistent with the "Participant Rights, Responsibility and Consent to Treatment" policy signed by participants at intake.
9. Complaints received in a given month, if any, will be documented by the Executive Director (including number, type, general disposition and action taken) and shared with the Tamarack Board of Directors in advance of Tamarack's monthly board meeting.