Client Complaints Process

If you have a concern or complaint about our services or staff, we encourage you to share it with us so that we have the opportunity to fully understand the situation from all perspectives and explore options to reach a mutually agreeable resolution. As a result, our client complaint process is built on our values of :

**Communicating and Resolving Your Concern or Complaint**  
At any point during this process, you can access staff and leadership contact information through your designated worker by walking into any Thrive Group member location.

Stage One:

* As a first step, we encourage you to raise your concern or complaint directly with a staff member who will seek to understand your perspective in order to find an appropriate and meaningful resolution.

Stage Two:

* If, after talking to the staff member, your concern or complaint has not been resolved to your satisfaction, you are welcome to contact the Program Supervisor or Manager. The Supervisor or Manager will acknowledge your complaint within 5 business days and follow up with you personally.

Stage Three:

* If the above steps do not help resolve your concern or complaint, we advise you to formally put your concern in writing via mail or email to the Director of the program.

Stage Four:

* If, the Director is unable to resolve your concern then we advise you to formally submit your complaint to the Executive Director of Programs in writing via mail or email.