

ISANS Client Complaint Process

ISANS clients have the right to make a complaint about an ISANS service or ISANS employee. Below is the process clients can follow to address any concerns they may have. **For the purpose of this document, 'you' or 'your' refers to the ISANS client.** Clients must communicate with ISANS about their concerns as soon as possible. ISANS complaint process may involve the following:

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| <p>Communicating with ISANS</p> | <p>If you are unhappy with an ISANS employee, try to communicate with them and explain how you are feeling; often concerns can be resolved easily once the ISANS employee knows and there is no need to take any other action</p> <p>and/or</p> <p>If you are not comfortable communicating with the ISANS employee directly, communicate with the employee's manager. If your complaint is about the manager, communicate with the Associate Director, People & Organizational Culture</p> <p><i>If you are a pre-arrival client please use email to contact us. We will communicate with you via email, telephone call and/or web conferencing.</i></p> <p><i>You can speak with ISANS Main Reception on 902-423-3607 to obtain the name of a manager you want to speak with or email the Associate Director, People and Organizational Culture (dmcdonald@isans.ca) who can give you the manager's contact information.</i></p> <p>If a client is satisfied that the complaint has been resolved at any point in the process, there is no need to continue the process further.</p> |
| <p>Action from ISANS</p> | <p>Once the appropriate ISANS Manager knows about the situation they will: communicate with you within 7 business days. Very often complaints can be resolved during this communication.</p> <p>and/or</p> <p>arrange to meet with you (or connect via web conferencing) within 7 business days of you making contact with them. They may include the ISANS employee you are complaining about, so that everyone can have an open discussion to resolve the problem.</p> <p>and/or</p> <p>ask you to put your complaint in writing where possible (English or another language can be used), or ask to electronically record your verbal complaint . You will have the option of selecting an ISANS Interpreter or providing your own interpreter. A formal investigation of the matter, including discussing the matter with the ISANS employee, will then take place. Your written/electronically recorded complaint should be provided to the ISANS manager within 10 business days of talking with them.</p> <p>If a client is satisfied that the complaint has been resolved at any point in the process, there is no need to continue the process further.</p> |
| <p>Formal investigation after written or electronically recorded complaint</p> | <p>If there is a formal investigation, you can expect to hear from the manager within 10 business days of receiving your written/electronically recorded complaint. The manager will respond to you in writing, in the language of your choice, setting out how the problem was investigated, how it was resolved and what are the next steps. An ISANS Interpreter or Interpreter of your choice will be provided as needed.</p> <p>If a client is satisfied that the complaint has been resolved at any point in the process, there is no need to continue the process further.</p> |
| <p>Appeal</p> | <p>If you are not satisfied with the written response from the manager, you can contact the Associate Director, People and Organizational Culture (dmcdonald@isans.ca) who will review your complaint again and review the response you have already received and advise you of any next steps. You can expect a written response from Associate Director, People and Organizational Culture within 10 business days of receiving any Appeal communication from you.</p> <p>If a client is satisfied that the complaint has been resolved at any point in the process, there is no need to continue the process further.</p> |

If you have any comments or concerns regarding this Complaint Process or the way in which your complaint is being handled please contact the Associate Director, People and Organizational Culture (dmcdonald@isans.ca)