

## Appendix B: Sample Summary Sheet



**planned  
parenthood**  
toronto

## **Health Services Client Complaint Policy and Procedure**

The following is a summary of the Client Complaint Policy and Procedures document. For the full document, please email [ppt@ppt.on.ca](mailto:ppt@ppt.on.ca)

**Definition of a Client:** Any individual or organization that is the recipient of any PPT services including, one-on-one client care, workshop activities, and support group activities delivered on or off site.

**Definition of a Complaint:** A formal expression of client dissatisfaction with an aspect of Planned Parenthood Toronto's service delivery.

**Informal Complaints:** If a client does not wish to document or formally record their complaint they may still have their concern addressed informally. An informal complaint may be made to a PPT manager, staff person or volunteer to resolve the problem. If the client is not happy with the resolution he/she may make a formal complaint by using the Client Complaint Reporting Form.

**Formal Complaints:** Must be documented on the Client Complaint Reporting Form by the client or if the client does not wish to complete the form, another person can complete the form on their behalf. It must be documented on the form that someone, other than the person making the complaint is completing the form. The notes must state the complainant's version of events only. A formal complaint may also be received in the form of a written letter of complaint.

**How Do I Make A Complaint?** Complete Part A of the Client Complaint Reporting Form or have someone complete it on your behalf. Do not fill out Part B (this is for staff use). Fold the form and staple it, or put the form into an envelope and give it to a PPT staff member.

**What Happens After I Make A Complaint?** Once the Client Complaint Reporting Form is completed, it is given to the Executive Director for follow-up. The Executive Director makes sure that all client complaints are investigated and that a resolution or plan of action is developed. You will be kept informed of the process and the actions taken. If you feel that the resolution is not satisfactory, the complaint may be appealed to the Board of Directors.

**What If I Have More Questions?** If you need more information please refer to the complete Client Complaint Policy and Procedures (available at the Front Desk or as a PPT staff member or volunteer).

*Note: Complaints involving discrimination, harassment or solicitation are covered under PPT's Discrimination, Harassment and Solicitation (DHS) Policy and Procedures and are not considered under this Client Complaint Policy. The DHS Policy is available at the Front Desk.*