

Milton Meals on Wheels Comments/Complaints

Milton Meals on Wheels appreciates feedback, and recognizes that all complaints or appeals must be addressed in an appropriate and timely manner.

PROCEDURE

Anyone with a complaint (clients, family members, volunteers, or staff) is encouraged to bring his or her complaint or comment forward either verbally or in writing to the Executive Director. Complaints will be dealt with promptly, and within ten business days of receipt.

All complaints will be dealt with in a courteous and respectful manner, allowing the individual to express his or her concerns prior to receiving a response.

If a volunteer or staff member receives the complaint, he or she will report it to the Executive Director, who will resolve it. If it requires more thorough investigation, the Executive Director will check the facts, speak to all involved parties and decide on a resolution. All such details will be logged in the complainant's file.

Complaints that cannot be resolved by the Executive Director will be referred to the Board of Directors for resolution. In the case of a complaint or appeal request from a volunteer, the issue may be referred to an ad hoc subcommittee of Board members representing volunteers.

Clients and/or family members who feel that the Executive Director has not satisfactorily addressed their complaints may appeal the decision by writing to the Board of Directors.

Clients will be provided with a copy of this procedure at the start of service.

At any time during the complaint, appeal, or feedback process, clients or family members may request the assistance of staff to aid in writing or presenting the information in either a letter of complaint or an appeal, or may request staff to advocate on their behalf.

All complaints will be treated as confidential. Please be assured that comments are helpful to us and any complaints, comments, feedback, suggestions, or appeals will never result in any retaliation or barriers to services.

06/12

**Milton Meals on Wheels
Comments/Complaints Form**

Name: _____

Phone #: _____ Email: _____

Date: _____

Suggestion/Comment/Complaint:

How would you like this resolved?

You will receive a response from the Executive Director or designate within 10 working days.

If the matter requires further consideration, you will receive a written response after the next Board of Directors Meeting.