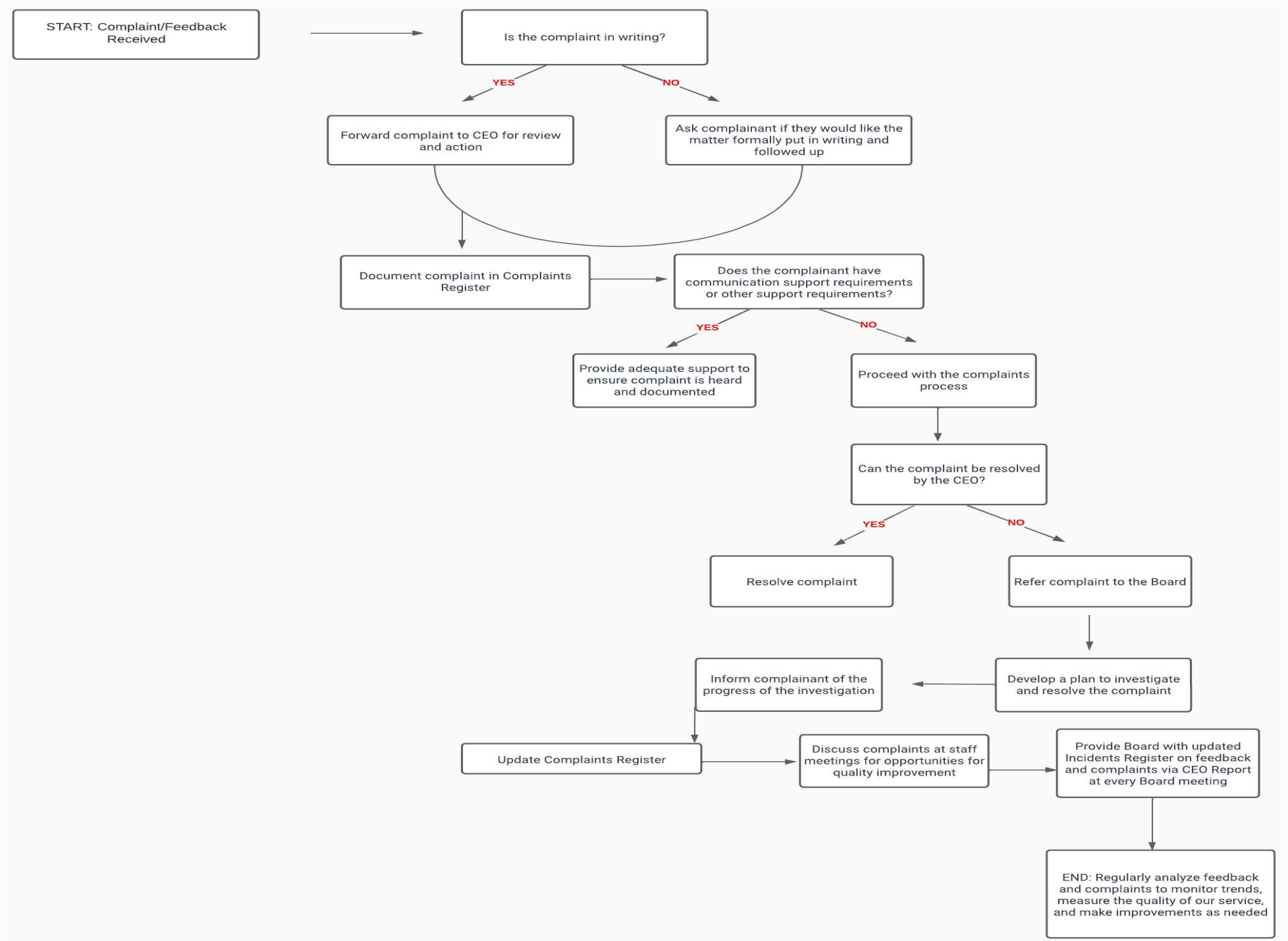
START: Complaint/Feedback Received
Is the complaint in writing?
YES
NO
Forward complaint to CEO for review and action
Ask complainant if they would like the matter formally put in writing and followed up
Document complaint in Complaints Register
Does the complainant have communication support requirements or other support requirements?
YES
NO
Provide adequate support to ensure complaint is heard and documented
Proceed with the complaints process
Can the complaint be resolved by the CEO?
YES
NO
Resolve complaint
Refer complaint to the Board
Develop a plan to investigate and resolve the complaint
Inform complainant of the progress of the investigation
Update Complaints Register
Discuss complaints at staff meetings for opportunities for quality improvement
Provide Board with updated Incidents Register on feedback and complaints via CEO Report at every Board meeting
END: Regularly analyze feedback and complaints to monitor trends, measure the quality of our service, and make improvements as needed