

Complaint Management Policy for CAVAC Network clients

1. Orientations

Act respecting assistance for victims of crime (L.E.Q., c.a. 13.2)

The *Act respecting assistance for victims of crime* provides measures to respond to the needs and concerns of crime victims.

It also defines the notion of “victim” and recognizes the related rights and responsibilities.

Article 2 of the Act grants the victim of a crime the right to be treated with **courtesy, fairness, understanding and respect for their dignity and private life.**

The CAVAC Network intervention philosophy recognizes that interventions with a crime victim must aim to respect their needs and rhythm, notably their capacity to manage their life and make the decisions that concern them.

- courtesy
- fairness
- understanding
- respect

2. Objective

The objective of this **Complaint Management Policy** is to ensure that complaints are managed effectively within reasonable timelines. Its objective is to help continuously improve the quality of services offered to the population.

It further enables the particular CAVAC concerned to improve its ways of doing things, while ensuring the **helpful, fair, respectful** treatment of each of the complaints that is submitted.

Treatment that is:

- helpful
- fair
- respectful

3. Field of application – Coming into effect

The **Complaint Management Policy** applies to all the staff members of the CAVAC concerned.

Exclusions: Excluded from this Policy are complaints concerning the legal process, contestations of court judgements or any other issue for which there already exist possible recourses through other authorities.

Date of entry into effect: This Complaint Management Policy for the CAVAC Network came into effect on January 28, 2020 (2020-01-28).



- accessible
- simple
- confidential

4. Definitions

4.1 Complaint:

A complaint is the dissatisfaction expressed by a client with regard to the services received.

4.2 Clientele:

Any victim or witness of a criminal act or their family.

5. General guidelines

5.1 Accessibility:

Because the quality of our services to the population is our priority, we consider it essential that any client be able to express any complaint with regard to the services they have received.

This is why we have made the corresponding complaint form available on the CAVAC Network website.

5.2 Simplicity and diligence:

Any client must feel comfortable to communicate their dissatisfaction in writing, resting assured that they will diligently receive a reasoned response in clear, precise language.

5.3 Confidentiality and impartiality:

Any complaint will be confidentially and impartially treated with attention and diligence.

Note that any complaint concerning upper management will be treated by the Board of the CAVAC concerned.

6. Complaint treatment policy

First, we invite you to communicate with the person concerned and to write out your situation in detail. Most problems can be resolved effectively this way without delay.

The employee who receives the comments from a client concerning a service, must discuss it with management.

If the question is still not resolved or you prefer not to contact the person concerned, we invite you to communicate in writing to the CAVAC general manager, who will handle the complaint.

This complaint form is available on the CAVAC Network website.

We commit to sending an acknowledgement of receipt **within** 10 business days after receiving the complaint.

An internal complaint examination procedure will take place and the solutions decided on will be communicated to the person who submitted the complaint **within** 60 days following the date of the acknowledgement of receipt of the complaint.

If the question is still not resolved, you can address the chairperson of the CAVAC board concerned.

CLIENT COMPLAINT FORM

In order to help us continuously improve the quality of our services,
please do not hesitate to send your complaint to us.
We commit to giving it our full attention.

Name: _____

Telephone: (____) _____

Address: _____

City: _____

Email: _____

Postal code: _____

What service(s) did you receive?

- | | |
|---|--|
| <input type="checkbox"/> Individual or group intervention | <input type="checkbox"/> Technical aid (IVAC form, declaration of victim, etc.) |
| <input type="checkbox"/> Welcome, support and counselling | <input type="checkbox"/> Accompaniment in court |
| <input type="checkbox"/> Information on rights and recourses | <input type="checkbox"/> Orientation to specialized services and other resources |
| <input type="checkbox"/> Information on the Declaration of the victim / or on indemnity | <input type="checkbox"/> Other |
| <input type="checkbox"/> Information on legal process / Follow-up on a court case | |

**Please describe in detail the facts, events, circumstances or acts concerning the complaint.
If needed, annex other pages.**

SIGNATURE: _____

DATE: _____

**You can send your form by post, by addressing it to the management concerned with the mention:
Management-confidential.**

CAVAC coordinates: click on the following link to find the coordinates of the CAVAC concerned:
<https://cavac.qc.ca/contact/>