

Introduction to the Complaints & Concerns Procedure

2-Spirited People of the 1st Nations is committed to providing quality programs and services to First Nations, Metis and Inuit people living with HIV/AIDS and the Two Spirit community.

Sometimes due to the sensitive nature of our work, issues may arise that will lead to dissatisfaction in the service we provide. If these issues cannot be resolved through discussions with the staff member involved, the following procedure has been established and is your guide on how to formally present your complaint.

In each step of the Complaints & Concerns Procedure, an incident report form will be taken during the meetings between yourself and representatives of 2-Spirits. Once you are satisfied with the incident report form expressing your issue, you will be asked to sign and date it. A copy of the incident report form will be given to you.

You are welcome to have a support person present at any time throughout this process.

Step One

Discussion with your Worker

Discuss the issue directly with the Worker who is responsible for providing services to you. Be sure to let your Worker know the details of your complaint or concern. Your Worker will go over your complaint or concern and record it on an incident report form.

Step Two

Discussion with the Supervisor of Harm Reduction and Programming

If the issue has not been resolved in Step One, you may bring the matter to the attention of the Supervisor of Harm Reduction and Programming. You will need to book an appointment with the Supervisor, so they will make time to listen to your issue.

The Supervisor will meet with you within three (3) business days. A decision will be made within two (2) business days after your meeting.

Step Three

Discussion with the Executive Director

If the issue has not been resolved in Step Two, you may bring the matter to the attention of the Executive Director. You will need to book an appointment with the Executive Director so they will make time to listen to your issue.

The Executive Director will meet with you within seven (7) business days. A decision will be made within three (3) business days after your meeting.

Step Four

Access to the Dispute Resolution Committee of the Board of Directors

If you are not satisfied after meeting with the Executive Director (Step Three), you have the right to request a meeting with 2-Spirits' Dispute Resolution Committee of the Board of Directors or Board President. You can do this by asking the Executive Director to put in a request for you. You can request this in person, by email or by telephone.

The Board will meet within fifteen (15) business days after learning of your report to get familiar with the details. They will make a decision within a further seven (7) business days after they have met. You will be advised of what action will take place at that time.

The following qualify to use this complaints & concerns procedure:

1. Members of the 2-Spirit Community and Volunteers of 2-Spirits
2. Families members (Their defined family) of 2-Spirits Community Members and Professional colleagues.

For more information please contact us:

2-Spirited People of the 1st Nations

Tel: (416) 944-9300

info@2spirits.org

www.2spirits.org



2 - S p i r i t s