



**The Four Villages**  
Community Health Centre  
*Working Together for Whole Health*

## Client Complaints

The client has a right to complain about the care or services he/she has received at Four Villages, about our facilities or our systems. The complaint can also be about a staff member, a volunteer, or a student, in this policy generally referred to as “staff”.

A complaint may be made in person, by telephone and, or, in written format.

Clients cannot be penalized for voicing a concern or complaint. Resolution of the complaint should be timely so as not to delay appropriate action for the complainant or cause undue stress to any of the parties involved.

The Client Complaint Policy and Procedures shall be posted. A copy may be provided to any person on request.

