

STATEMENT of POLICY and PROCEDURE			
Chapter:	General Policies	SPP No.	GP 1.12 BC
Policy:	STAKEHOLDER CONFLICT RESOLUTION POLICY	Page:	1 of 1
Date Issued:	December 31, 2013	Reviewed/Amended:	December 7, 2015

1 POLICY

- 1.01 Canadian Mental Health Association Cariboo Chilcotin Branch will operate in an open manner to encourage communication and joint problem-solving between clients, their families, staff members and service providers. If problems arise, the following review process will be used to resolve potential conflicts.
- 1.02 Any Association stakeholder that has a concern she/he wishes to address, should bring the concern, in writing to the appropriate program manager within seven days. Forms for this purpose are available at all program locations and the administration office, but are not required. The manager will respond within three business days, will discuss the concern with the stakeholder and shall make every effort to resolve the issue. Any stakeholder who brings a concern forward shall not suffer retaliation or barriers to services. If a stakeholder believes that barriers to services or retaliation may be taking place she/he should contact the executive director.
- 1.03 If the stakeholder is a client of the Association she/he will be given the opportunity to receive support from an advocate/advisor. The advocate/advisor will assist the person throughout the process by explaining the process in plain language and reassuring the person that their action will not result in retaliation or barriers to service. Clients residing in licensed facilities may also contact the Medical Health Officer or the Patient Care Quality Office at 1-877-442-2001.
- 1.04 If the issue is not resolved, the manager or stakeholder shall forward the issue to the executive director. The executive director will meet with the stakeholder and manager within three business days, and may also request others to be present at the meeting, as appropriate.
- 1.05 The executive director shall investigate the issue as appropriate, and render a decision in writing, to all concerned within five business days.

