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MCAF Client Complaint Process

MCAF is committed to providing support in a respectful and inclusive manner. MCAF’s clients have the right to make a complaint about a MCAF service or MCAF employee. Complaints are viewed as an opportunity to improve MCAF service delivery. Below is the process clients can follow to address any concerns they may have. **For the purpose of this document, ‘you’ or ‘your’ refers to the MCAF client.** Clients must communicate with MCAF about their concerns as soon as possible. All complaints are confidential and will only be shared with relevant MCAF staff members. MCAF complaint process may involve the following:

<p>Communicating with MCAF</p>	<p>If you are unhappy with an MCAF employee, try to communicate with them and explain how you are feeling; often concerns can be resolved easily once the MCAF employee knows and there is no need to take any other action.</p> <p>If you are not comfortable communicating with the MCAF employee directly, communicate with the employee’s manager. You can speak with MCAF’s Main Reception at 506-454-8292 to find the name of a manager you want to speak with or email complaints@mcaf.nb.ca .</p> <p>If your complaint is about the manager, please email complaints@mcaf.nb.ca or call MCAF Main Reception 506-454-8292 to request assistance on making a complaint.</p> <p>If you are a pre-arrival client, please use email to contact us at complaints@mcaf.nb.ca . We will communicate with you via email, telephone call and/or web conferencing.</p> <p>If as a client, you are satisfied that the complaint has been resolved at any point in the process, there is no need to continue the process further.</p>
<p>Action from MCAF</p>	<p>Once the appropriate MCAF Manager knows about the situation they will:</p> <ul style="list-style-type: none"> • Communicate with you within 7 business days to set up a meeting within the following 10 business days to discuss your complaint. • The manager may also ask you to put your complaint in writing where possible. (English or another language may be used), and/or ask to electronically record your verbal complaint. You will have the option of selecting an MCAF Interpreter or providing your own interpreter. <p>A formal investigation of the matter by the manager, including discussing the matter with the MCAF employee, will then take place. Your written/electronically recorded complaint should be provided to the MCAF manager within 10 business days of talking with them.</p> <p>If, as a client, you are satisfied that the complaint has been resolved at any point in the process, there is no need to continue the process further.</p>
<p>Formal investigation</p>	<p>If there is a formal investigation, you will hear from the manager within 10 business days of discussing your complaint. The manager will respond to you in writing, in the language of your choice, setting out how the problem was investigated, how it was resolved and the next steps. An MCAF Interpreter or Interpreter of your choice will be provided as needed.</p> <p>Where a complaint cannot be easily resolved, it will be escalated to the relevant MCAF Director, the Executive Director or a Board Member.</p>

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<p>Feedback Survey and Appeal</p>	<p>Once the complaint has been resolved, you will receive a form to express your satisfaction with the complaint process.</p> <p>If you are not satisfied with the written response from the manager, your complaint and the response you received from MCAF will be reviewed by an MCAF Director and you will be advised of any next steps. MCAF will send a response to your appeal within 10 business days of receiving any appeal communication from you.</p> <p>If, as a client, you are satisfied that the complaint has been resolved at any point in the process, there is no need to continue the process further.</p>

If you have any comments or concerns regarding this complaint process or the way in which your complaint is being handled, please email complaints@mcaf.nb.ca or call MCAF Main Reception at (506) 454-8292. If you require interpretation support, please contact the complaints@mcaf.nb.ca.