

Policy:Client Complaints (General) D8Effective:March 2001Revised:December 2022

MISSION STATEMENT

Adult Custody Services is committed to providing professional practices that respect human rights and ensure safety for all. To be successful we will deliver fair practices, incorporate transparent policies and procedures, ensure independent quality assurance processes, and provide program access that allows for educational, cultural, traditional, and faith-based services as well as mental wellness and community re-entry assistance.

PURPOSE

To establish procedural guidelines in the event of complaints about the operation of the Adult Custody Facility or staff member.

LEGISLATIVE AUTHORITY

Corrections Act NB Regulation 35(a)

SCOPE

This policy applies to all employees of the Adult Custody Services division of the Department of Justice and Public Safety.

POLICY GUIDELINES

Complaints about the operation of the adult Custody Facility or staff member, made by a client, member of the public or an outside agency shall be investigated.

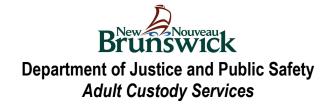
PROCEDURE

Complaints forwarded to Superintendent

Complaints about the operation of an adult custody Facility, made by a client, the public, or outside agency, are to be brought immediately to the attention of the Superintendent or designate.

Review and response

Superintendent or designate shall review the circumstances and respond in writing, in a timely fashion, in a manner deemed appropriate.



Documentation

Copies of written response will be:

- retained in a general complaints file in the institution
- Client file
- forwarded to the Manager of Adult Custody Operations

Consult Director of Adult Custody Services

Complaints involving serious legal or medical matters, and which could have implications beyond the scope of the institution, will require consultation with the Director of Adult custody Services.

Allegations of assault

Section D-9 deals with specifics of client complaints of assault by staff.

RELATED POLICY

D9 Allegations of Assault of a ClientE10 Client GuideE16 Behaviour Management Appeals of Disciplinary actionsAdult Institutional Policy Manual N.B