

## Issue Resolution Process

All HVI office and sub-contractors delivering contracted services on behalf of HVI will create awareness and make available to all clients and community members the communication methods for informing HVI Leadership of a concern or complaint. In the absence of specific contract directed communication protocol, if a client, or any community member seeking assistance or information, has a concern or complaint about the service of any staff member of Horton Ventures Inc. they should follow the subsequent communications protocol:

### Step 1:

Discuss the service issue with the staff member in a calm and respectful manner and try to resolve the issue. If a resolution cannot be reached, then proceed to step two.

### Step 2:

Complete FOR 00020 and submit the concern or complaint form to the service area Program Manager to bring awareness and discuss the matter with them. The Program Manager will investigate the complaint and make every effort to resolve the situation in a timely and satisfactory manner. If the matter is not solved in a satisfactory manner, individuals may proceed to the third and final step.

### Step 3:

Resubmit a concern or complaint form (can be the same one completed in step 2) to the Chief Operations Officer of HVI. The COO will investigate the complaint and make every effort to resolve the situation in a timely and satisfactory manner.

This communication protocol and resources will be publicly available on the HVI website, at service centers and at outreach locations.