

ISANS Client Complaint Process

ISANS' clients have the right to make a complaint about an ISANS' service or ISANS employee. 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 ISANS client.** Clients must communicate with ISANS about their concerns as soon as possible. ISANS complaint process may involve the following:

<p>Communicating with ISANS</p>	<p>If you are unhappy with an ISANS employee, try to communicate with them and explain how you are feeling; often concerns can be resolved easily once the ISANS employee knows and there is no need to take any other action.</p> <p>If you are not comfortable communicating with the ISANS employee directly, communicate with the employee's manager. You can speak with ISANS Main Reception at 902-423-3607 to find the name of a manager you want to speak with or email complaints@isans.ca</p> <p>If your complaint is about the manager, please email complaints@isans.ca or call ISANS Main Reception 902-423-3607 to request assistance on making a complaint.</p> <p>If you are a pre-arrival client please use email to contact us at complaints@isans.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 ISANS</p>	<p>Once the appropriate ISANS 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 can be used), and/or ask to electronically record your verbal complaint. You will have the option of selecting an ISANS Interpreter or providing your own interpreter. <p>A formal investigation of the matter by the manager, including discussing the matter with the ISANS employee, will then take place. Your written/electronically recorded complaint should be provided to the ISANS 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 after written or electronically recorded complaint</p>	<p>If there is a formal investigation, you can expect to hear from the manager within 10 business days of receiving your written/electronically recorded 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 what are the next steps. An ISANS Interpreter or Interpreter of your choice will be provided as needed.</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>

Appeal	<p>If you are not satisfied with the written response from the manager, you can send an email to complaints@isans.ca. Your complaint and the response you received from ISANS will be reviewed by a member of the Senior Executive Team and you will be advised of any next steps. ISANS 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>
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If you have any comments or concerns regarding this Complaint Process or the way in which your complaint is being handled, please email complaints@isans.ca or call ISANS Main Reception at 902-423-3607. If you require interpretation support, please contact the Senior Executive Assistant at 902-406-8645

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