



Thunder Creek Rehabilitation Association: *Feedback and Complaint Info Sheet*

Thunder Creek Rehabilitation Association (TCRA) values feedback and complaints as an important way to improve our programs, services, and supports. We are committed to listening respectfully, responding fairly, and using feedback to guide continuous improvement.

How TCRA Values and Uses Feedback and Complaints

TCRA views feedback and complaints as opportunities to:

- Improve service quality and client experience
- Identify areas for policy, procedure, or practice review
- Support staff training and organizational planning
- Strengthen accountability and transparency

The provision of feedback and/or complaints will not affect the service being provided to you. Personal information is not used for these purposes beyond what is necessary.

How to Provide Feedback or Make a Complaint

Clients, family members, or representatives can share feedback or raise concerns informally or submit a formal complaint.

Informal Feedback or Concerns

- Feedback or concerns may be shared verbally with any staff member or board member.
- Staff or board members will listen respectfully and help direct you to the appropriate Director or designate who can assist further.
- Informal concerns may be resolved through discussion where appropriate.
- Not all feedback will require a formal response or further action to be taken by the Association.

Formal Complaints

If a concern cannot be resolved informally or you wish to make a formal complaint, you may complete a **Client Complaint Form** and submit the form to one of the following:

- The Director responsible for the facility or service
- The Executive Director – chad.topp@saskhealthauthority.ca
- Through the TCRA website – www.thundercreekrehabilitationassociation.ca
- By phone: (306) 630-4288
- By TCRA mail: Thunder Creek Rehabilitation Association – ATTN: Executive Director, Box 372, Moose Jaw, SK 4N9

The complaint form allows you to provide details about your concern, preferred contact method, and whether you are submitting the complaint yourself or on behalf of someone else.

Feedback vs. Complaint	
Feedback	Complaint
• General comments, suggestions, or observations • May include compliments or concerns • Used to improve or continue services and planning • Does not always require a response or action	• A formal expression of dissatisfaction • Indicates something went wrong or caused harm • Requires review and possible investigation • Results in a communicated outcome

Formal Complaints Management Process

Once a formal complaint is received:

1. The complaint is reviewed by the appropriate **Director or Executive Director**.
2. An investigation is conducted as needed.
3. Investigations may take time depending on the complexity of the concern.
4. Once the investigation is complete, the complainant will be informed of the outcome, either verbally or in writing. This may include actions taken or reasons why no action was taken.

Confidentiality

- Complaints are handled as confidentially as possible.
- Information is shared only with those who need to know, to review and address the concern.

Timelines

- TCRA aims to address complaints in a timely manner.
- Depending on complexity, some complaints may take several weeks or longer to fully investigate.

External Review Options

If you are not satisfied with the outcome of TCRA's complaint process, you may choose to pursue your concern through an external body, including but not limited to:

- Saskatchewan Health Authority (SHA) Quality Care Division
- Saskatchewan Human Rights Commission
- Saskatchewan Ombudsman

These organizations operate independently from TCRA and have their own complaint and review processes.

Need Help or More Information?

If you need assistance understanding this process or accessing the Client Complaint Form, please speak with a staff member, who will help connect you with the appropriate Director or designate.