

Response to client complaints

Fact sheet

The Public Guardian and Trustee (PGT) strives to continuously improve all facets of service delivery and to ensure fair practices by addressing all client complaints by supporting staff to resolve issues. The PGT responds to complaints raised by clients, their families, client appointed advocates or other individuals who are involved with the client.

Please note: Complaints that are the subject of a legal proceeding do not fall within the scope of the Public Guardian and Trustee's complaints process.

You may contact the Public Guardian and Trustee's main switchboard at 604-660-4444 to identify the appropriate staff member as outlined in Steps 1, 2 and 3 (below).

Process for complaints review

Step 1: Contact the applicable Case Manager, Regional Consultant, Guardianship and Trust Officer or Estate Administrator to discuss your complaint. We would prefer that you make contact with us by phone so that we can attempt to resolve your complaint as quickly as possible. Our switchboard operator can direct you to the appropriate staff person. Our main switchboard line is 604-660-4444.

Step 2: If your complaint cannot be resolved by speaking with the appropriate PGT staff member identified in Step 1, then please contact the Manager of the applicable department to attempt to resolve the issue.

Step 3: If you are still dissatisfied with the outcome after you have spoken with a PGT staff member and the appropriate Manager, as outlined in Step 2, then please contact the Director of the division that serves you. The Director may ask you to provide a full explanation that outlines the reason for your complaint.

Step 4: Talk to the Director about the PGT's decision review process and request that we forward you the review application entitled "Requesting a formal review of a decision".

Decision review process

Submitting an application for a decision review

In order for a decision to be considered by the Public Guardian and Trustee's (PGT) Review Committee, you have previously made a request that has been reviewed and denied by the director of the division (process outlined in Steps 1, 2, 3, and 4). You disagree with the decision that has been made at the PGT and **you have received a written explanation from a director that outlines the reasons for the decision.**

Step 5: Upon request, you will be provided with a review application entitled "Review that Decision". The following information is required as outlined in the application:

- Date;
- Name;
- Contact Information (e.g., address, phone, email);

- Name of PGT client;
- Describe the decision that you would like reviewed;
- Why do you disagree with the decision?
- Is there anything you would like the Review Committee to consider when reviewing the decision?
- What specific change or action would you like as a result of the review and why?

It is requested that you use the review application. However, if circumstances prevent you from completing the application, please ensure that you make your request in writing to the Review Committee and that you have addressed the above noted questions in your letter.

Step 6: Please send your completed application to:

**Review Committee,
c/o Deputy Public Guardian and Trustee
Public Guardian and Trustee
700-808 West Hastings Street
Vancouver, B.C. V6C 3L3**

Fax 604-775-0207
Email mail@trustee.bc.ca

What happens after I make a complaint?

Within 60 days of receiving your application, the decision will be considered by the Review Committee. You will be notified in writing that your request has been received and told when you can expect a response.

The Review Committee will review your request and make a recommendation to the Deputy Public Guardian and Trustee (DPGT). The DPGT considers the recommendation and makes the final decision which may be to confirm the decision, reverse the decision or alter the decision.

What happens if I am dissatisfied with the conclusion of the Review Committee?

If you are dissatisfied with the conclusions of the Review Committee, you may bring your concerns to the attention of the Ombudsperson who can be reached by telephone at 1-800-567-3247, by facsimile at 250-387-0198 or by regular mail at PO Box 9039, Stn Prov Govt, Victoria, B.C. V8W 9A5.