

SECTION F: HEALTH, SAFETY AND WELLNESS	POLICY NAME: COMPLAINT/FEEDBACK PROCESS
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1. POLICY:

- 1.1 Community Living – Grimsby, Lincoln and West Lincoln values the service relationship with individuals and family members and welcomes feedback on all aspects of service provision including complaints regarding service provision.
- 1.2 The complaint and feedback process is intended as a method of providing better service and quality improvement practice, resolving conflicts, and clarifying issues.
- 1.3 Community Living – Grimsby, Lincoln and West Lincoln shall ensure that all information received and processes are free from coercion, intimidation or bias. The agency values a fair review process.
- 1.4 All individuals in service will be supported in his/her right to voice his/her concerns and to have those concerns listened to and dealt with.
- 1.5 Community Living – Grimsby, Lincoln and West Lincoln reserves the right to limit the access of any family members who in our opinion poses a threat or difficult working environment to our staff as a result of their conduct or actions.
- 1.6 Any complaint received by the agency that is a criminal offense will be reported to the police.

2. PURPOSE:

- 2.1 To provide a mechanism and guidelines to assist individuals, family members and the broader general public to lodge a formal complaint or provide feedback.

3. SCOPE: All individuals in service, their family members and broader general public.

4. PROCEDURE:

- 4.1 It is the responsibility of the Program Director or his/her designate to inform the individuals and their families/advocates of the complaint and feedback process.
- 4.2 It is the responsibility of the Program Supervisor/Coordinator and/or the Support Worker to provide information to the individuals and their families/advocates regarding the complaint and feedback process where necessary. The complaint and feedback process will be made available on an annual basis to all individuals and their families. It will also be available on the agency’s website.
- 4.3 If there is a known or perceived conflict of interest between the person with a complaint/feedback and the person/program the complaint/feedback is about, the complaint/feedback will be forwarded to a Director of another department to address to ensure the process is free from coercion, intimidation and bias.

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4.4 The formal complaint and feedback process has the following steps:

4.4.1. The issue is presented to the Coordinator/Supervisor of the program. This can be done verbally or in writing using the appropriate forms. .

4.4.2. The Coordinator/Supervisor is responsible for reviewing the concern and wherever possible, taking appropriate actions to rectify the situation within 72 hours (3 business days).

4.4.3. In the case where the Coordinator/Supervisor is unable or unavailable to rectify the situation to the satisfaction of all parties, or where the situation is outside of his/her responsibility, the complaint is to be taken to the Program Director.

4.4.4. The Program Director is responsible for reviewing the concern and wherever possible, taking appropriate actions to rectify the situation within 48 hours (2 business days).

4.4.5. In the cases where the Program Director is unable to rectify the situation to the satisfaction of all parties or where the situation is outside of his/her responsibility, the complaint will be taken to the Executive Director. The complaint can be brought to the Executive Director's attention by the Program Director.

4.4.6. The Executive Director is responsible for reviewing the concern and, wherever possible, taking appropriate actions to rectify the situation.

4.4.7. In the case where the Executive Director is unable to rectify the situation to the satisfaction of all parties within 48 hours (2 business days), The Board of Directors will be made aware of the complaint by the Executive Director.

4.4.8. The Board of Directors will review the situation and provide direction to the Executive Director.

4.4.9 If the situation cannot be resolved, the individual and his/her advocate have the right to seek assistance outside of the Association, e.g.:

- Ministry of Community & Social Services
- Local Member of Provincial Parliament
- Provincial Ombudsman
- Legal action, if appropriate
- Independent advocacy groups – Self Advocacy Groups such as Niagara Centre for Independent Living, Community Living Ontario