

SECTION 100	SUBJECT Feedback/Complaints Process	CODE: GEN-100-13 PAGE: 1 of 6 DATE: June 26, 2012
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Standard Statement

Community Living Dryden-Sioux Lookout is committed to providing service in a manner which respects the individual’s dignity and provides the best possible care, welfare, safety and security. Community Living Dryden-Sioux Lookout understands that a concern/complaint process is an important part of providing quality support that is responsive to the needs of the individual and that supports continuous improvement in service delivery.

Community Living Dryden-Sioux Lookout is committed to meeting the needs of the individuals supported and therefore will ensure that all individuals receiving support are aware of their right to express concerns or complaints about any Community Living Dryden-Sioux Lookout service or support, to have those concerns or complaints taken seriously and to seek remedy.

Community Living Dryden-Sioux Lookout will use the information received from individuals supported, persons acting on their behalf and the general public, through the Concern/Complaint Process, to assist in taking steps to better support individuals and/or improve agency practices.

This policy and procedure outlines the process for receiving and addressing feedback and complaints about the services and supports that Community Living Dryden-Sioux Lookout provides that may be received from:

- An individual with a developmental disability who receives services and supports from the service agency;
- A person acting on behalf of the individual with a developmental disability who receives services and supports from the service agency; and
- The general public.

This policy applies to all employees, students and volunteers of Community Living Dryden-Sioux Lookout

1. Community Living Dryden-Sioux Lookout will ensure that the Concern/Complaint Process Policy and Procedure is readily available and easily accessible to individuals supported, persons acting on their behalf and the general public through the following:
 - All individuals supported and their families/guardians, upon entering service with Community Living Dryden-Sioux Lookout, will receive a copy of the Feedback/Complaint.
 - Process Policy and Procedure and Brochure.

- All individuals supported by Community Living Dryden-Sioux Lookout will have the Feedback/Complaint Process Policy and Procedure and Brochure explained to them in a language or manner and with a level of support that is appropriate to the capacity of the individual or with any person acting on their behalf, on an annual basis at their Individual Support Plan meeting.
 - Each Program Area will have copies of the Feedback/Complaint Process Brochure posted.
 - The Community Living Dryden-Sioux Lookout website will have a copy of the Feedback/Complaint Process Policy and Procedure and Brochure posted with the ability to print a copy or will provide a copy to any person who requests it.
2. An individual supported, a person acting on their behalf and the general public have the right to expect whatever assistance is required to forward a concern/feedback/complaint including the right to seek outside help, have the right to have their concern/feedback/complaint taken seriously and to seek resolution.
 3. Community Living Dryden-Sioux Lookout will ensure there will be no negative repercussions or negative impact on services and supports to any party initiating a complaint. The agency will not tolerate any retaliation of any kind from any employee, student or volunteer. There will be an immediate investigation of such repercussions or retaliation and consequences to anyone who has subjected any individual to negative impact as a result of a complaint or feedback.

Definitions:

“Problem” - a situation, matter, or person that presents difficulty with regard to day-to-day living, but can be readily resolved and may be a one-time issue.

“Concern” - an ongoing issue that causes worry and may require help from someone else.

“Feedback” - may be positive or negative (including complaints) and is related to the services and/or supports that are provided by a service agency. Feedback may be solicited (such as information and comments collected through a satisfaction survey or a comment box) or unsolicited (such as a letter from a person or family member about the services and supports that the agency provides). Feedback may be formal (like the survey or letter noted above) or informal (such as a verbal complaint expressed to a staff person).

“Complaint” - an expression of dissatisfaction related to the services and/or supports that are provided by a service agency. A complaint may be expressed by a person with a developmental disability who is receiving services and supports from the service agency, or a person acting on their behalf, or by the general public, regarding the services and supports that are provided by the service agency. A complaint may be made formally (such as a letter written to the agency) or informally (such as a verbal complaint expressed to a staff person). A complaint does not include feedback on matters unrelated to the agency and the services and supports that it provides.

Policy:

Community Living Dryden-Sioux Lookout is committed to maintaining quality and excellence in services. In order to do this, there must be an established culture of open, supportive communication. To facilitate communication, people receiving supports and services, their families, guardians and/or advocates must have ways to discuss and bring forth their concerns or complaints constructively. By providing mechanisms to do this, we can work cooperatively to address and correct issues and/or resolve differences in a timely fashion.

1. If the complaint or concern is about abuse, neglect or exploitation, Community Living Dryden-Sioux Lookout's Policy regarding Abuse will supersede and be followed.
2. If the complaint or concern is about a rights restriction, Community Living Dryden-Sioux Lookout's policy regarding Rights and Responsibilities will supersede and be followed.
3. The complaint will be reported to the ministry as a serious occurrence through the ministry's serious occurrence reporting process (based on the nature of the complaint/feedback).

In order to promote continuous quality improvement, Community Living Dryden-Sioux Lookout shall conduct a review and analysis of the complaints and feedback received to evaluate the effectiveness of its policies and procedures, on an annual basis. Community Living Dryden-Sioux Lookout shall also conduct a review and analysis of the complaints and feedback received to consider the need to revise any other policies and procedures that the agency may have in place.

CLD-SL shall share information about its complaints/feedback process, and/or about complaints/feedback, as part of the ministry's risk assessment process, upon request by the ministry.

Procedure:

If an individual receiving supports and services and/or his/her families/guardian/advocate has feedback or complaint about an issue or concern regarding supports and services, the issues should be directed verbally or in writing or in any other manner that suits that person's communication style. The complaint shall be documented on a Feedback/Complaint form. The documentation of complaint is to be completed on a Feedback/Complaint Form. In the event that the complaint is verbal the staff receiving the data will input into the Feedback/Complaint form and initiate the process. The individual receiving the feedback/complaint will ensure that the required information on the Feedback/Complaint form is complete as identified in bold on the document. This ensures that the feedback/complaint can be addressed in a timely fashion.

Step 1.

A person should attempt to resolve a problem/concern/feedback/complaint informally with the person directly involved, when possible and appropriate. When a day-to-day problem is resolved it should be documented in an incident or Consultation form. An official complaint however should be documented on a Feedback/Complaint form and filed in the Complaints Data base.

What a person can expect:

The staff will listen to the problem/concern, offer support and ask how the problem/concern can be resolved to their satisfaction. The staff will offer to support the individual in the documentation of the problem/concern for submission to Director of Service.

If the Problem/concern is not resolved,

Step 2

Staff receiving complaints about service are to direct people to the appropriate Director of Service. If the complaint causes a conflict of interest for the Director of Service then the Executive Director should be contacted directly as in Step 3. When a day-to-day problem is resolved it should be documented in an incident or Consultation form. An official complaint however should be documented a Feedback/complaints form and filed in the Complaints Data base.

The Appropriate Director of Service is responsible to get back to the person. It is the responsibility of the Director of Service to look into the complaint/concern and work towards a resolution reporting back to the person within **5 business days**. It should be noted that some situations may require a longer period of time to work through however, communication back to the person with a status update will be provided within **5 business days**.

What a person can expect:

The Director of Service will meet with the person making the complaint to explain the complaint process and attempt to resolve the complaint to the person's satisfaction. The Director of Service will meet with the appropriate parties to obtain all the necessary information relevant to the complaint. The Director of Service will document all the facts on the feedback/complaints form about the complaint and send a copy to the person supported and to his or her main file after review by the Executive Director or designate.

If the Problem/concern is not resolved,

Step 3.

The Director of Service will forward the Feedback/complaint form to the Executive director or the person receiving supports and services/family/guardian/advocate can contact Executive Director. The Executive Director will review and respond to the complaint/concerns raised within **10 business days** of receiving the complaint. If the complaint involves a conflict of interest the complainant will be directed to the President of the Board.

What a person can expect:

The Executive Director or designate will meet with the person making the complaint (and a representative of his/her choice if desired) and attempt to resolve the complaint to the person's satisfaction. The Executive director will meet, as required, with the appropriate parties to obtain information about the complaint. The Executive Director will document the resolution and File it in the complaints registry as resolved.

If the Problem/concern is not resolved,

Step 4.

If the response from Step 3 is unsatisfactory, the person receiving supports and services/family/guardian/advocate can contact the President of the Board of Directors requesting further action through the Board of Directors. This can be done by communicating this to the Executive Director who will in turn advise the President of the Board. If it is a conflict of interest for the Board chair, the complainant will be directed to the Vice-President of the Board.

What a person can expect:

The Board President and Executive Director will review the initial complaint and the Executive Director’s response. A written response will be forwarded to the person receiving services and supports/family/guardian/advocate within 30 days from the date of the initial contact with the Board President.

If the concern/complaint is not resolved,

Step 5:

Arrangements will be made to have the concern/complaint reviewed by the MCSS Program Supervisor or mediated by a third party, arbitrator or ombudsman.

All complaints are recorded in the organizational complaint form and database.

Regulations Cited

Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008 and its regulations.

Accessibility Standards for **Customer Services, Ontario Regulation 429/07**, made under the **Accessibility for Ontarians with Disabilities Act, 2005.**

References to Other Policies

TITLE	SUBJECT	NUMBER
Conflict of Interest	Conflict of Interest	Gen-100-14
Abuse	Abuse and Neglect	IND-200-05
Rights and Responsibilities	Client rights	IND-200-06

Adoption and Review Guidelines

Date of Adoption by the Board:

Motion Number:

Date of Most Recent Board _____

Review: May 27, 2014

Motion Number: 2014-05-27-07

Date of Up-Coming Review by _____
Board: