



SECTION	SUBJECT	CODE: PS-11
PEOPLE SUPPORTED	Complaints/Feedback Process	PAGE: 1 of 7
		DATE: October 31 st , 2025

Standard Statement

Community Living Dryden-Sioux Lookout is committed to providing service in a manner which respects the person’s supported 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 person supported and that supports continuous improvement in service delivery.

Community Living Dryden-Sioux Lookout is committed to meeting the needs of the people supported and therefore will ensure that all people 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 people supported, persons acting on their behalf and the general public, through the Concern/Complaint Process, to assist in taking steps to better support people 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:

- A person with a developmental disability who receives services and supports from the service Agency;
- A person acting on behalf of the person supported 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 people supported, persons acting on their behalf and the general public through the following:
 - All people supported and their families/guardians, upon entering service with Community Living Dryden-Sioux Lookout, will receive a copy of the Complaints/Feedback Process Policy.
 - All people 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 person supported 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. A person 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.
4. 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.
5. 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.

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.

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 a person 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 person 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 person in the documentation of the problem/concern for submission to Manager of Services.

If the concern/complaint is not resolved,

Step 2

Staff receiving complaints about service are to direct people to the appropriate Manager of Services. If the complaint causes a conflict of interest for the Manager of Services then the Director of Services 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 on a Feedback/complaints form and filed in the Complaints Data Base.

The appropriate Manager of Services is responsible for getting back to the person. It is the responsibility of the Manager of Services 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 Manager of Services 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 Manager of Services will meet with the appropriate parties to obtain all the necessary information relevant to the complaint. The Manager of Services 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 Chief Executive Officer of Services or Designate.

If the concern/complaint is not resolved,

Step 3

The Manager of Services will forward the Feedback/Complaint form to the Director of Services or the person receiving supports and services/family/guardian/advocate can contact the Director of Services. The Director of Services 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 Executive Director.

What a person can expect:

The Director of Services 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 Director of Services will meet, as required, with the appropriate parties to obtain information about the complaint. The Director of Services will document the resolution and file it in the complaints registry as resolved.

If the concern/complaint is not resolved,

Step 4

The Director of Services will forward the Feedback/Complaint form to the Chief Executive Officer or the person receiving supports and services/family/guardian/advocate can contact the Chief Executive Officer. The Chief Executive Officer will review and respond to the complaint/concerns raised within **15 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.

The Chief Executive Officer 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 Chief Executive Officer will meet, as required, with the appropriate parties to obtain information about the complaint. The Chief Executive Officer will document the resolution and file it in the complaints registry as resolved.

Step 5:

If the response from Step 4 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 Chief Executive Officer 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 Chief Executive Officer will review the initial complaint and the Chief Executive Officer 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 6

Arrangements will be made to have the concern/complaint reviewed by the MCCSS 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**.

Forms

Feedback/Complaint

References to Other Policies

SECTION	SUBJECT	NUMBER
Human Resources	Conflict of Interest	HR-06
People Supported	Abuse Prevention, Identification and Reporting	PS-05
People Supported	Person Supported Rights	PS-06

Adoption and Review Guideline


Date of Adoption: June 26th, 2012
Reviewed by Leadership: October 31st, 2025

How to File a Complaint

- For a person receiving services
- For a person acting on behalf of someone receiving services
- For the general public

 **In Person:** **Directly** to a Manager in
 Dryden at 99 Albert Street or
 Sioux Lookout at 41 King Street

 **By Phone:** **Dryden and Sioux Lookout (807) 701-5370**
 Ask for a Manager

 **By Letter:** **Dryden and Sioux Lookout**
 99 Albert Street,
 Dryden, ON P8N 1J1

 **By email:** Manager emails are listed on the website at www.cldsl.ca

- The relevant Manager will address your complaint within 5 days of receiving your complaint.
- If you are unhappy with the response from the Manager, you can contact the relevant Director. The Director or Designate will respond within 10 days.
- If you are unhappy with the response from the Director, you can contact the Chief Executive Officer (CEO) or Chief Operating Officer (COO). The CEO or COO will respond within 15 days.
- If you are unhappy with the response of the CEO or COO, you may contact the Board Chair. The Board Chair will respond within 30 days.

Day-to-Day Concerns/Issues – Front-line staff can easily address a problem, which comes up in day-to-day living for someone being supported. This **is not** a formal complaint.

How to Submit a Compliment

To submit a compliment to Community Living Dryden-Sioux Lookout, you can do this by contacting a Manager as above or on CLD-SL website at www.cldsl.ca

Date Feedback/Complaint issued: _____

Date of Event/Concern: _____

Complaint issued by: _____ **Feedback documented by:** _____

Nature of Feedback/Complaint	
<input type="radio"/> Complaint of any type <input type="radio"/> Person supported related complaint <input type="radio"/> Staff related complaint	<input type="radio"/> Property related complaint <input type="radio"/> Restriction of Rights (review) <input type="radio"/> Feedback

Description of complaint/restriction completed by person supported, staff, volunteer or Board member (Who, What, Where, When, How)

Investigation completed by Director of Services or Rights Review Committee

Follow Up

--

Sign off at Resolution:	Date:
--------------------------------	--------------

A written letter of complaint can be attached to the form but does not replace the documentation required for the processing of the complaint.