

SCOPE: This policy applies to people supported, their family members, staff, students, volunteers and the broader general public.

6. Complaint/Feedback Process

POLICY: Community Living Grimsby, Lincoln, and West Lincoln values the service relationship with people supported, family members, staff, students/volunteers and the broader public. The agency welcomes feedback on all aspects of service provision including complaints. This policy is to provide a mechanism and guidelines to formalize a complaint or to provide feedback.

PROCEDURES:

- The complaint and feedback process is intended as a method of providing better service and quality improvement practice, resolving conflicts, respecting people's rights and clarifying issues.
- All information received and processes will be free from coercion, intimidation, or bias. The agency values a fair review process.
- People supported (adults and children), families, guardians and the general public have the right to voice their concerns and to have those concerns listened to and addressed.
- Complaints may be made to a staff member in private or in the presence of others.
- Any complaint received by the agency that is a criminal offence will be reported to the police.
- As outlined by the Ministry of Children, Community and Social Services the agency may be required to submit a serious occurrence report based on the nature of the complaint/feedback.
- It is the responsibility of the Coordinator/Supervisor or their designate to inform people supported (adults and children) and their families/advocates of the complaint and feedback process during admission, which is included in the admission package.
- It is the responsibility of the Program Coordinator/Supervisor and/or staff to provide information to people supported (adults and children) and their families/advocates regarding the complaint and feedback process where necessary. It is also available on the agency's website.
- 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.
- The formal complaint and feedback process includes the following steps:
 - The concern can be communicated to an employee or the Coordinator/Supervisor of the program. This can be done verbally or in writing using the appropriate forms.
 - Acknowledgement of the complaint must be made within 24 hours. Updates must be provided within 30 days and at intervals of 30 days until the complaint is resolved.

- The Coordinator/Supervisor is responsible to review the concern and wherever possible, take appropriate actions to rectify the situation within 3 business days.
 - 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 their responsibility, the complaint is to be taken to the Program Director.
 - The Program Director is responsible to review the concern and wherever possible, take appropriate actions to rectify the situation within 2 business days.
 - 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 their 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.
 - The Executive Director is responsible to review the concern and, wherever possible, take appropriate actions to rectify the situation.
 - In the case where the Executive Director is unable to rectify the concern to the satisfaction of all parties within 2 business days, the complaint will be forwarded to the Board of Directors.
 - The Board of Directors will review the concern and provide direction to the Executive Director.
 - If the situation cannot be resolved, the person supported and their advocate has the right to seek assistance outside of the agency.
- The agency will conduct an annual review and analysis of all complaints and feedback received to evaluate the effectiveness and/or need to revise any of its policies and procedures.
 - Community Living Grimsby, Lincoln, and West Lincoln reserves the right to limit the access of any visitors and/or family members who in our opinion pose a threat or difficult working environment to our staff as a result of their conduct or actions.

Annual review

Date Implemented	August 14, 1992				
Date	Oct. 13, 2019	May 21, 2021	Oct. 15, 2021	Dec. 10, 2021	
Reviewed or Revised	Revised	Reviewed	Revised	Revised	