

GENERAL MANUAL POLICY

APPROVED BY:



Executive Director

CATEGORY: Supports & Services

TOPIC: Complaint Resolution Policy

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INTENT

Community Living Thunder Bay 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 services, families, guardians, and/or advocates, staff and the community at large must have ways to discuss and bring forth concerns or complaints constructively. By providing tools to do this. We can work co-operatively together to address and correct issues and/or resolve differences in a timely manner.

POLICY:

Community Living Thunder Bay encourages people receiving services, guardians and/or advocates, staff and the community at large to bring their concerns forward so that complaints/concerns can be addressed quickly, fairly and confidentially without fear of reprisal.

1. Regulation 299/10 requires that you immediately and directly report all abuse to police. It is imperative that you call immediately as soon as you suspect, witness or hear a disclosure concerning abuse.
2. For all other complaints/concerns, you can call the Concern Hot Line at 624-6595.

Initial:

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PROCEDURE:

The entire process shall be free of coercion, intimidation or bias. Thus, complain(s) are encouraged to proceed to any step of the process including contacting the President of the Board of Directors (Step 5) or the Program Supervisor at the Ministry of Community and Social Services (Step 6).

Step 1.: If a complaint regarding the quality of service is being made, the complaint/concern should first be addressed with the Team Leader and then to the Director of Supports and Services. It is the responsibility of the Team Leader/Director receiving the complaint to address the concern and work toward achieving resolution at the time that the complaint is received. All information regarding the concern and resolution will be documented in the A.I.M.S. database with the complainant's permission.

Step 2.: If the response from the support worker/Team Leader/Director is unsatisfactory to the person, the person, with assistance as needed or requested can call the "Concern Hot Line." This is NOT an emergency number. People can leave a message on voicemail and will be responded to within 72 hours. The number is 624-6596.

Step 3.: The Quality Improvement Team is responsible for checking the Concern Hot Line daily and the person leaving the complaint will be responded to within 72 hours. IT is the responsibility of the Quality Improvement Team to look into the complaint/concern and work toward 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; however, communication back to the person with a status update will be provided within 5 business days.

Step 4.: If the response from Step 3 is unsatisfactory, the person can contact the Executive Director. The Executive Director will review and respond to the complaint/concern raised within 10 business days of receiving the complaint. The Executive Director will ensure a Serious Occurrence notifying the Ministry of the nature of the complaint/concern.

Step 5.: If the response from Step 4 is unsatisfactory, the person 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. 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 within 30 days from the date of initial contact with the Board President.

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Step 6.: If the response from Step 5 is unsatisfactory. The person can contact the Program Supervisor at the Ministry of Community and Social Services requesting further action. This can be done by mail, phone or fax.

Ministry of Community and Social Services
Ministry of Children and Youth Services
Suite 111-435 James St.
Thunder Bay ON P7E 6S7
Telephone: 807-475-1186
Toll Free: 1-800-465-5561
Fax: 807-474-1295

Conflict of Interest

Should a conflict of interest arise out of a complaint, i.e.: the person you are complaining about is associated with the review, investigation, resolution, you will be informed of the conflict of interest and will be guided to speak to the next appropriate person. In a situation where a conflict of interest exists, Community Living Thunder Bay will document this information for its records.

Please note as part of the ongoing Quality Improvement, the complaints documented in A.I.M.S., will be reviewed quarterly with all identifying information removed.

