

MANUAL OF ADMINISTRATION

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| TOPIC: Support Services | SUBJECT: Complaints / Feedback Process | Code: SS001 |
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Policy:

Avenue II is committed to reviewing and finding reasonable resolution to complaints made by the people supported, family members, or other authorized representatives (caregivers) regarding service provision. All complaints will be processed in accordance with the Avenue II's Complaints Procedure. If the complaint is an allegation of abuse, the complaint will be dealt with using the Abuse Policy and Procedure.

All individuals receiving services have the right to be informed about the complaints process and may raise any complaints or concerns at any time. Persons acting on behalf of the individual may also use the complaints procedure on behalf of an individual.

All complaints will remain confidential and there will be no reprisal towards the individual and/or person acting on the individual's behalf who made the complaint. It is the intent of Avenue II to offer a process that is free of any coercion or intimidation or bias, either before, during or after the interview. Avenue II will do so by providing a safe, judgment free environment to bring forward concerns and offer feedback on services provided. When requested independent arm's length assistance will be offered. Avenue II welcomes feedback to ensure the supports we are providing effectively meet the needs of each person we support.

Consideration shall be given to any conflict of interest that exists or may arise between the complainant and those who may be involved in managing, documenting, investigating and/or resolving the complaint including providing notification/confirmation. A person without a conflict of interest shall investigate and attempt to resolve the situation with the complainant. If required the organization will utilize someone from outside the agency who does not have a conflict of interest.

Definitions:

"Complaint" is an expression of dissatisfaction related to the services and/or supports provided by Avenue II. A complaint may be expressed by a person receiving services and supports, or a person acting on their behalf or by the general public. A complaint may be made formally, such as a letter, or informally, such as a verbal complaint expressed to an employee. A complaint does not include feedback on matters unrelated to services and/or supports provided by Avenue II.

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Conflict of Interest – Where a person has a (perceived or real) vested or personal interest in the outcome. It may also include where the person has a relationship (personal or professional) whose views are not objective and which may impact the outcome.

Roles and responsibilities:

Complainant – The person making the complaint will make every effort to participate fully in the process, understand the information and be honest regarding the complaint.

Client – They shall endeavor to participate fully in the process in an honest open manner. If able they will identify where they are unable to understand or need assistance with the process.

Person Receiving Complaint or participating in the complaint on behalf of Avenue II

To participate fully in the process in a fair and unbiased manner. Where applicable they are responsible to document, investigate, participate in the resolution and provide notification or confirmation with the individual who submitted the complaint/feedback. They will inform the complainant of the process should the issue not be resolved and provide necessary forms and policy.

Procedure:

1. Information on Avenue II's complaint process will be provided to each person supported and/or a person acting on their behalf.
2. Each person with a complaint is encouraged to discuss the complaint directly with the staff member and/or Manager they are involved with.
3. The person making the complaint may approach a different staff member and/or Manager with whom they may be more comfortable. The Manager will document utilizing the appropriate forms and arrange a meeting to discuss or offer follow-up.
4. If the complaint is not resolved it will be directed to the General Manager or Director of Support Services for resolution who will record the Complaint on a Complaints Documentation Form and utilize the Complaints Resolution Report to record the outcome.
5. If not resolved at the above level it will be directed to the Executive Director utilizing the same process for documentation and resolution.

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6. If not resolved at the above level it will be directed to the Board of Directors for resolution.
7. Upon being advised of a complaint the person receiving the complaint will advise their immediate Supervisor.
8. The Manager will advise their immediate Supervisor who will advise the Executive Director.
9. The Manager will convene a meeting with the parties involved to seek resolution within 14 days of receiving the complaint. The meeting will be documented.
10. If the Complaint is resolved, the Manager will document the resolution and provide a copy to their Supervisor and Executive Director. A copy of the resolution and supporting documentation will be filed in a Complaints File with Administration.
11. If the complaint is not resolved, the Manager will document the proposed resolution and the reason why the complaint was not resolved at this stage to the General Manager or Director for resolution.
12. The complaint will flow through steps 4 -6 working towards a resolution. Each stage will have 14 days to respond from the receipt of the complaint with the exception of stage 6 where they will respond 5 business days from the date of the next regularly set Board Meeting.
13. Any complaint involving abuse as per Ontario Regulation 299/10 please utilize policy AD000 and applicable Serious Occurrence Policy AD155.
14. Based on the nature of the complaint, Serious Occurrence Policy AD155 and applicable legislation may be applicable in reference to the complaint and require reporting to the Ministry of Community and Social Services as a Serious Occurrence. Please refer to that policy as required.



Our Resolution Process – Plain Language

We want to provide the best possible service to you and your family. If you

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Our Resolution Process – for Families and Caregivers

We want to provide the best possible resolution to your concerns.

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Complaints Resolution Report

Date:

Person voicing complaint:

Person Approached with Complaint:

Person Documenting Complaint:

Complaint:

Resolution: