

## **COMPLAINT / FEEDBACK PROCEDURES POLICY**

**EFFECTIVE DATE:** \_\_\_ January 3, 2012 \_\_\_

**POLICY #: PR-03**

**REVISION DATE:** \_\_\_ January 17, 2012 \_\_\_

**SCOPE:**

Individuals receiving supports, families, advocates, interested public. (This policy does not deal with staff/management relations issues or grievances which have established procedures in the Collective Agreement.)

**RATIONALE:**

In an effort to provide quality services that are responsive to individuals needs, New Leaf will provide a complaint / feedback process to those who wish to submit a complaint or provide feedback and will provide a response to the complaint / feedback that is timely and free of any coercion, intimidation or bias.

**POLICY STATEMENT:**

New Leaf encourages people receiving services, their parents, guardians, advocates or other interested persons in the community to freely and openly discuss any concerns about the services and supports provided by the agency.

New Leaf shall take all complaints seriously, and review and investigate all matters. New Leaf is not, however, expected to attempt to resolve complaints that it may determine to be frivolous or vexatious.

New Leaf will endeavor to respond to all complaints in a timely manner. There will be no coercion, intimidation or bias before, during or afterward toward any individual who brings forward a complaint or grievance.

New Leaf will assist an individual to communicate their complaint in a manner that takes into consideration their particular abilities and communication needs or preferences. Where assistive augmentative communication systems are required, New Leaf will do its best to assist the individual to access these alternate communication systems.

New Leaf will keep a record of all complaints received and shall review these complaints annually to ensure best practices are being maintained at all times.

New Leaf shall formally review the complaints procedure on an annual basis and make revisions as required.

New Leaf shall provide a copy of the complaints / feedback policy and procedures to all individuals receiving support, their families and / or their advocates.

This policy will also be placed on the agency web site for all interested parties to review.

**DEFINITIONS:**

“Complaint” is an expression of dissatisfaction related to the services and/or supports that are provided by New Leaf. A complaint may be expressed by a person with a developmental disability who is receiving services and supports from New Leaf, a person acting on their behalf, or by the general public, regarding the services and supports that are provided. 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).

“Feedback” may be positive or negative (including complaints) and is related to the services and/or supports provided by New Leaf. 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 New Leaf provides). Feedback may be formal (like the survey or letter noted above) or informal (such as a verbal complaint expressed to a staff person).

**Note: This policy and procedure relates to general complaints and feedback about services and supports offered by New Leaf.**

**This policy does not replace the policies and procedures on Serious Occurrence Reporting (PR-18), Abuse Reporting (PR-16) or Harassment Reporting (HR-09) but serves to enhance the above noted policies.**

**REFERENCES: The Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008, Ontario’s Regulation on Quality Assurance measures, MCSS Policy Directives For Service Agencies, and New Leaf Policies PR-18, PR-16, HR-09**

## COMPLAINT / FEEDBACK PROCEDURES

### **Procedure:**

- \* Any person who receives support or other interested party who believes he or she has a justifiable complaint and would like specific action taken to resolve a situation should first discuss the matter with the appropriate Manager.
- \* Should a satisfactory resolution fail to be reached through informal discussion with the employee / Manager, the person should be directed or referred to the appropriate Director.
- \* The Director will discuss the matter with the person and attempt to resolve the situation. Should the matter remain unresolved, the individual will be advised to follow the formal complaint process.
- \* If the person wishes to proceed with a formal complaint he/she should notify the Director of their intention. The Director will ensure that any assistance necessary is provided to the person in preparing and submitting concerns through the levels of the complaint process.
- \* At this stage the person must outline their concerns in writing, including:
  - A description of the problem/concern
  - Attempts made to resolve the problem
  - Their proposed solution or specific action requested.
- \* Similarly, the Director will document:
  - The problem/concern
  - The facts surrounding the matter
  - The attempts made to resolve the situation, and
  - Any suggested solution to the problem.
- \* Both reports will be forwarded to the Executive Director of New Leaf: Living and Learning Together Inc. within 7 days of agreement to proceed with the complaint.
- \* The Executive Director will review the documentation and situation with the Director and the person individually. The Executive Director may wish to meet with both parties together to discuss the situation and attempt to resolve the situation.
- \* Within 7 days of having received written documentation, the Executive Director shall inform both parties of his or her decision, or shall confirm the solution arrived at, both verbally and in writing.

\* If the problem remains unresolved or if the person is dissatisfied with the response, the matter may be referred to the Board of Directors through the Executive Director.

\* The Executive Director shall prepare a report containing:

- His/her perception of the problem
- The facts he/she has obtained
- The documentation of the person and the Director
- The attempts made to resolve the problem
- The suggested solution to the problem
- Any recommendations for preventing further occurrences of the problem.

\* This report is submitted to the President of the Board of Directors. The President may delegate this matter to another individual or individual(s). The President or delegated individual(s) will review the documentation and may invite presentations from relevant parties as appropriate. A response shall be provided in writing within 7 days of having received all documentation and presentations.

The decision of the President or individual(s) delegated by the President shall be binding. Should the person feel that the matter is unresolved to their satisfaction they will be informed of other appropriate avenues to pursue.