

Policy: Complaints		Policy: 4.08
Subject: Complaints and Feedback		3 Pages
Effective: August 1999	Revised: June 2013	Issued By: Executive Director

4.08.10	<p>Policy:</p> <p>Feedback, both positive and negative (including complaints), is an important part of providing quality services and improving supports. EDCL takes all complaints seriously and will investigate and review all matters. EDCL will make every reasonable effort to address or resolve all matters to the mutual satisfaction of both the person who has made the complaint and the agency. A complaint does not include feedback on matters unrelated to this association and the services and support we provide.</p> <p>The complaint process is also available on the website: elmiradcl.com</p> <p>Procedure:</p> <p>Reporting a Complaint:</p> <ol style="list-style-type: none"> 1. A complaint may be brought forward by anyone, including a person supported by EDCL, a person acting on behalf of the person supported, the general public and employees of EDCL. 2. Employees and families/friends must bring complaints forward to a Manager, as soon as possible. 3. Complaints from people supported may be brought forward to any representative of EDCL that the complainant is comfortable reporting it to, and may be provided in any format i.e. written or verbal. 4. If a complaint is received verbally, by a supported individual or a person acting on their behalf, then the person receiving the complaint will document all details on Section A of the Complaint Document (RES94.96) with details completed as listed. i.e. the
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<p>4.08.11</p>	<p>nature of the complaint, the date of the complaint, date reported and who it was reported to. It will then go to Senior Management in order that an investigation, as needed, (see 4.08.12) may be conducted and documented on Section B.</p> <ol style="list-style-type: none">5. If there is alleged, suspected or witnessed abuse that may constitute a criminal offence, there may be a report made to the police as required by Ontario Regulation 299/10.6. A Serious Occurrence Report will be filed with the Ministry based on the nature of the complaint.7. If it is a complaint or feedback regarding accessibility, the barrier identification process will be followed. <p>Investigation of a Complaint:</p> <ol style="list-style-type: none">1. A supported individual making the complaint will be interviewed, with a family or friend present if requested, by two employees (a senior Manager and the Primary Case Manager), as long as neither are the person(s) being complained about and there is no conflict of interest. Ensuring that there is no conflict of interest applies to anyone providing feedback as well.2. All other complaints from families/friends or employees will be investigated by the Manager in conjunction with the Services Director, Human Resources or Executive Director as deemed appropriate.3. This investigation will occur as soon as possible but within three days of the complaint coming forward at the very most.4. All information is taken seriously, is investigated thoroughly, documented and kept confidential. The complainant will be reminded that their role is also to maintain confidentiality and all parties involved will be asked to sign a statement of confidentiality (where able).5. All reasonable attempts will be made to resolve the matter to the mutual satisfaction of all those involved.6. This association is not expected to attempt to resolve complaints that may be deemed frivolous or vexatious.
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<p>4.08.12</p>	<p>Response to Complaint:</p> <ol style="list-style-type: none"> 1. Section C of the Complaint document will be completed to show the findings, actions taken and recommendations. The person who made the complaint will be notified of the outcome, as soon as possible after the complaint has been resolved, or within 7 days. The findings will be provided to the complainant in a manner that can be understood, so that a discussion can happen around everyone’s role and responsibilities around the complaint and to ensure that their questions are answered. They will also receive a letter indicating the outcome, to go into their file. 2. Where a complaint is not resolved, it will be referred to the Executive Director and/or the Board of Directors. If there is still no resolution it may be referred to MCSS. The complainant will be notified of this. 3. EDCL will ensure that a person making a complaint or providing feedback is not at risk of having his/her services and supports impacted in a negative manner or withdrawn, as a consequence of submitting the complaint/feedback. There will be no reprisal.
<p>4.08.13</p>	<p>Review Process:</p> <ol style="list-style-type: none"> 1. Senior Management will review and analyze complaints and feedback annually to evaluate the effectiveness of this policy as well as the complaint process. 2. The review process will be free of any coercion or intimidation or bias, either before, during or after the review.
<p>4.08.14</p>	<p>Annual Surveys:</p> <ol style="list-style-type: none"> 1. Annual satisfaction surveys are distributed to all individuals in our services so that they may have the opportunity to provide feedback to the Senior Management team. The surveys are reviewed and areas of concerns are identified and addressed.