

Policy: Complaints and Feedback		Policy: 4.05
		3 Pages
Effective: August 1999	Revised: January 2016	Issued By: Executive Director

4.05.10	<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 supported by EDCL, a family member or person acting on behalf of the person supported, or the general public. 2. A complaint may be brought forward to any representative of EDCL that the complainant is comfortable reporting to, and may be provided in any format i.e. written or verbal. 3. 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 as listed; the nature of the
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<p>4.05.11</p>	<p>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 Support Services Policy 4.08.12) may be conducted.</p> <p>4. If the complaint constitutes anything that may be alleged, suspected or witnessed abuse follow Support Services Policy 4.07.</p> <p>5. A Serious Occurrence Report will be filed based on the nature of the complaint. See Support Services Policy 4.01</p> <p>6. If it is a complaint regarding accessibility, the barrier identification process will be followed. See Human Resource Policy 7.04.</p> <p>Investigation of a Complaint:</p> <p>1. The individual making the complaint will be interviewed, with a family or friend present if requested and available, by two members of the Management team, as long as neither are the subject of the complaint and there is no conflict of interest. Ensuring that there is no conflict of interest applies to anyone providing feedback as well.</p> <p>2. This investigation will occur as soon as possible but within three business days of the complaint coming forward at the very most.</p> <p>3. 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).</p> <p>4. All reasonable attempts will be made to resolve the matter to the mutual satisfaction of all those involved.</p> <p>5. This association will not attempt to resolve complaints that may be deemed frivolous or vexatious.</p>
<p>4.05.12</p>	<p>Response to Complaint:</p> <p>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</p>

4.05.13	<p>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. The complainant will receive a letter indicating the outcome. If the complainant is a person supported the outcome will be provided verbally and documented.</p> <p>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 and contact information will be provided.</p> <p>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> <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 Services Director will review the complaints annually with the Client Services Committee to determine any trends, areas that need improvement and the actions taken. This information is forward to the Board of Directors.3. The review process will be free of any coercion or intimidation or bias, either before, during or after the review. <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.
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