

Section	1	General	Effective Date:	June 2012
Sub-Section	1-9	Complaints/Feedback Procedures	Last Revised Date:	October 2013
Approval: Executive Director			Reviewed:	July 2013
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PURPOSE

Community Living North Grenville is committed to providing service in a manner which respects the individuals dignity and best utilizes available resources to meet identified needs. Feedback, both positive and negative (including complaints), is an important part of providing quality services and improving supports.

POLICY

CLNG takes all complaints seriously and will investigate and review all matters. CLNG 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.

This procedure may be used by any of the following parties in situations where they may have a dispute, including those related to services and supports provided, with CLNG.

- Persons served, or their family members/advocates
- Students or volunteers
- Members of the Community
- Outside organizations or groups
- Staff and Management, where their concern is not otherwise addressed by the Management and/or Collective Agreement.

PROCEDURE

A process to receive feedback on the provision of goods and services has been established. This process enables people to provide feedback either in person, by telephone, in writing, by email, online, on disk or by another method. A Feedback Form is available on our website, or can be picked up in our administration office. The feedback form is available in alternate formats when requested.

Refer to HR Form 1-9:01 – Complaint/Feedback Form

Reporting a Complaint:

All complaints received should be forwarded to a Program Manager, Human Resources Manager, or Executive Director. Depending on the nature of the complaint (e.g., abuse), guidelines may be followed with respect to Regulation 299/10, Quality Assurance Measures under the Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008 and/or the Ministry's Serious Occurrence Reporting Procedures. If it is a complaint regarding accessibility, the barrier identification process will be followed.

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Investigation of a Complaint:

The individual making the complaint may be interviewed, as well as others as deemed appropriate by the nature of the complaint. This investigation will occur as soon as possible but within five days of the complaint coming forward at the very most. All information is taken seriously, is investigated thoroughly and kept confidential. All reasonable attempts will be made to resolve the matter to the mutual satisfaction of all those involved.

Response to Complaint:

Responses to feedback received are not mandatory. If a person who submits feedback requests a response and provides contact information, CLNG will follow-up with the individual in the format in which the feedback was received. The person who made the complaint will also receive a letter indicating the outcome, as soon as possible after the complaint has been resolved, or within 7 days.

All feedback will be kept in the strictest confidence and will be used to improve customer service. Where a complaint is not resolved, concerns will be referred to the Executive Director, the Board of Directors or to MCSS.

CLNG 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.

Conflict of Interest

In all cases where a staff and/or Board member has a conflict of interest, they must declare the conflict and excuse themselves from all stages of the complaint procedure.

Review Process:

Senior Management will review and analyze complaints and feedback annually to evaluate the effectiveness of this policy as well as the complaint process.