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*This policy does not deal with staff/management relations issues or grievances which have established procedures in the collective agreement.*

## 1. POLICY STATEMENT

- 1.1. Community Living Glengarry recognizes the right of each person receiving services, family members, and guardians to question decisions and actions carried out by our organization, staff member, or if they believe they have not been treated fairly or respectfully. Community Living Glengarry encourages individuals to bring their questions and concerns forward so that they may be dealt with positively and appropriately.
- 1.2. This policy process is an important part of providing quality support that is responsive to people's needs and that supports continuous improvement in service delivery. The information received through a complaints/feedback process can assist Community Living Glengarry to take steps to better support individuals and/or improve administrative practices.
- 1.3. In working to resolve complaints, all Community Living Glengarry staff are guided by the following principles:
  - 1.3.1. Person-Centred
    - 1.3.1.1. The concerns and interests of a person with a developmental disability, persons acting on their behalf, and the general public will guide the complaints resolution process, regardless of who is making the complaint.
  - 1.3.2. Right to Be Heard
    - 1.3.2.1. Every person with a developmental disability will be supported to participate fully in the complaints process. The person will be given every opportunity to have their independent views heard, respected and considered.
  - 1.3.3. Administrative Fairness
    - 1.3.3.1. Every person with a developmental disability, persons acting on their behalf, and the general public has a right to understand why

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and how a decision was made and will be provided with and given the opportunity to respond to the reasons for a decision and to the fullest extent possible, the information relied upon to reach that decision. Persons will be given information about the next stage in the process if they are not satisfied with the outcome of location discussions. Additionally, anyone making a complaint must be assured that there will be no retaliation from any person employed Community Living Glengarry regardless of how the complaint is made, to whom it is directed, or the eventual outcome.

#### 1.3.4. Right to Advocacy and Support

- 1.3.4.1. Every person with a developmental disability has the right to involve an advocate, relative, or friend to support them through the complaints process

#### 1.3.5. Policy Compliance

- 1.3.5.1. All decision making with respect to complaints must comply with Community Living Glengarry policies and procedures

- 1.4. Community Living Glengarry shall receive, document and review all feedback, and attempt to resolve all complaints. Wherever possible, the agency shall make reasonable efforts to resolve or address the matter to the mutual satisfaction of both the person who has made the complaint and the agency.
- 1.5. Community Living Glengarry shall take all complaints seriously, and review and investigate all matters. The agency is not, however, expected to attempt to resolve complaints that it may determine to be frivolous or vexatious.
- 1.6. Community Living Glengarry shall ensure that a person who submits a complaint or provides feedback is not at risk of having his/her services and supports negatively impacted or withdrawn, as a consequence of submitting the complaint/feedback.
- 1.7. This Complaints/Feedback Process Policy shall comply with reporting requirements set out in the Service and Supports to Promote the Social Inclusion of Person with Developmental Disabilities Act, 2008 and its regulations.

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1.8. Community Living Glengarry shall ensure that, where necessary, that a complaint/feedback is:

- 1.8.1. Reported to the police (i.e. as in the case of alleged, suspected, or witnessed abuse that may constitute a criminal offence, as required by Ontario Regulation 299/10 regarding quality assurance measures made under the Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008 (Refer to Community Living Glengarry – Management and Prevention of Abuse, Neglect, Mistreatment and Exploitation Policy)
- 1.8.2. Reported to the Ministry of Children, Community and Social Services as a serious occurrence through the ministry’s serious occurrence reporting process (based on the nature of the complaint/feedback). (Refer to Community Living Glengarry – Serious and Enhanced Serious Occurrence Reporting Policy)

1.9. Community Living Glengarry will keep records of the types of complaints received, and use the information collected to inform the quality improvement committee. This may include revisions to policies and procedures, responding to person with a developmental disability, persons acting on their behalf, and the general public changes to practice or in-depth review of potentially systemic issues

## 2. STANDARD

- 2.1. A review of the complaints/feedback received in a complaints/feedback process can assist Community Living Glengarry in identifying issues and mitigating a risk to the organization where it may fail to meet expectations of the public, other person receiving services, ministries or other stakeholders.
- 2.2. Community Living Glengarry Inc. will make sure that this Complaints/Feedback process is readily available and easily understandable (plain language) to all person with a developmental disability, persons acting on their behalf, and the general public who come in to service with the agency and who wish to submit a complaint or provide feedback, and set out the way in which the agency will provide a response to the complaint/feedback in a timely manner. Community Living Glengarry will provide a copy of this policy to any person who requests it.
- 2.3. The Complaints/Feedback may be submitted in writing, or provided verbally to an

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agency representative

- 2.4. The process for investigating the matter will be free of conflict of interest that may arise between the person who makes the complaint or provides feedback, and those who may be involved in the review, documentation, investigation, resolution and notification/confirmation. Community Living Glengarry will also ensure that the review process is free of any coercion or intimidation or bias, either before, during, or after the review.
- 2.5. This policy and procedure regarding the process for receiving and addressing feedback and complaints about the services and supports that Community Living Glengarry provides, may be received from:
  - 2.5.1. An individual with a developmental disability who receives services and supports from the agency
  - 2.5.2. A person acting on behalf of the individual with a developmental disability who received services and supports from the agency
  - 2.5.3. The general public

### 3. PURPOSE

- 3.1. The purpose of this policy is to set out a process to receive and address complaints and other feedback about the services and supports that Community Living Glengarry provides.
- 3.2. The Complaints/Feedback process is an important element of Community Living Glengarry's approach to quality assurance to continuously improve its ability to provide high quality supports and services.
- 3.3. The agency complaints/feedback process is separate and apart from other means to express concern, either at the local level, or more broadly, such as the Ombudsman of Ontario or the Human Rights Commission.
- 3.4. This policy includes a process to elicit feedback and to resolve and respond to complaints regarding the agency and the services and supports it provides, from individuals with a developmental disability, persons acting on their behalf, and the general public.

### 4. DEFINITIONS

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4.1. **Feedback** may be positive or negative (including complaints) and is related to the services and/or supports that are provided by Community Living Glengarry.

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 the agency provides). Feedback may be formal (like the survey or letter noted above) or informal (such as a verbal complaint expressed to a staff person).

4.2. **Complaint** is an expression of dissatisfaction related to the services and/or supports that are provided by Community Living Glengarry. A complaint may be expressed by a person with a developmental disability who is receiving services and supports from the Community Living Glengarry, or a person acting on their behalf, or by the general public, regarding the services and supports that are provided by the agency. 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). A complaint does not include feedback on matters unrelated to the agency and the services and supports that it provides.

## 5. TRAINING/IMPLEMENTATION

5.1. Community Living Glengarry will provide training to employees and others, as required, to implement this policy.

5.2. New employees will be trained on Complaints/Feedback Process Policy during the orientation process. Documentation of training will be kept in training binder and the employee's personnel file.

## 6. COMMUNICATION

6.1. Management team will approve policy and make sure that the policy is available in a language and manner and with the level of support that the person with a developmental disability needs

6.1.1. Employees

6.1.1.1. This policy and amendments will be posted on ADP. All employees

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are to follow the process on approval and distribution of policies to acknowledge that they have read and understood the policy.

6.1.1.2. All policies are available in the ADP system.

6.1.2. People receiving services

6.1.2.1. Community Living Glengarry Inc. Will make sure that this Complaints/Feedback process is readily available and easily understandable (plain language) to all persons with a developmental disability. All people receiving services will be notified of the policy and amendments of this policy at initial intake throughout orientation and as a refresher training on a yearly basis by Glengarry Interaction Group and person responsible of the agency wide training (will determine content and venue of the training)

6.1.3. General public

6.1.3.1. This complaints/Feedback process policy will be posted on the agency public website.

## 7. EVALUATION

7.1. In order to promote continuous quality improvement, Community Living Glengarry shall conduct a review and analysis of the complaint and feedback received to evaluate the effectiveness of its policies and procedures, on an annual basis.

7.2. The agency shall also conduct a review and analysis of the complaints and feedback received to consider the need to revise any other policies and procedures that the agency may have in place.

7.3. Community Living Glengarry shall share information about its complaints/feedback process, and/or about complaints/feedback, as part of the ministry's risk assessment process, upon request by the ministry.




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Danielle Duranceau  
Executive Director

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## 1. PROCEDURE

- 1.1. Community Living Glengarry requires that complaints/concerns/issues are addressed as they arise and resolved, whenever possible, in an effort to provide quality services to the persons that we support.
- 1.2. Complaints are resolved in a progressive manner.
- 1.3. The complainant is first required to speak with the Community Living Glengarry employee with whom the complaint is directed toward.
- 1.4. Where resolution cannot be achieved at this level, the complainant has the right to submit a written complaint for formal review at the next level.

## 2. ANY EMPLOYEE WHO RECEIVES A VERBAL OR WRITTEN COMPLAINT

- 2.1. Must take action within 24 hours of receiving the complaint by:
  - 2.1.1. assisting the complainant in understanding the review process, including the expectation that concerns are addressed in a progressive manner starting with an initial response at the front line staff level.
  - 2.1.2. attempting to resolve the concern/complaint to the satisfaction of the complainant.

## 3. FRONT LINE EMPLOYEE'S INITIAL RESPONSE

- 3.1. If the front line employee is able to resolve the issue to the satisfaction of the complainant, they document the complaint and solution, in writing in AIMS. Automatically the complaint goes to the Administrative Assistant who will notify the ED. A copy is given to the complainant and the Manager of that program must follow up with the complaint.
- 3.2. If the front line employee is unable to resolve the issue, they bring the matter without delay, to the attention of the appropriate program manager.

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3.3. Complaints identifying serious safety issues will be addressed immediately by the employee and/or the Manager to eliminate/control the hazard.

#### 4. FORMAL REVIEW PROCESS

##### 4.1. 1<sup>st</sup> Level: Manager

- 4.1.1. Where the complainant believes that a contentious issue was not satisfactorily resolved at the level of the front line employee, a formal written complaint, may be submitted for review by the Manager responsible for that program.
- 4.1.2. The manager reviews the matter and provides a response to the complainant as soon as possible within the ten working days following receipt of the complaint.
- 4.1.3. The response is documented in writing in AIMS. Automatically the complaint goes to the Administrative Assistant who will notify the ED. A copy is given to the complainant and the Manager of that program must follow up with the complaint.
- 4.1.4. If the review process is going to take longer than the expected 10 days, the Manager will notify the complainant, in writing, of the expected completion date.

##### 4.2. 2<sup>nd</sup> Level: Executive Director

- 4.2.1. Where a complainant believes that a complaint was not satisfactorily resolved at the 1<sup>st</sup> level, an appeal may be submitted to the Executive Director within 30 days following completion of the 1<sup>st</sup> level review.
- 4.2.2. The Executive Director shall prepare a report containing:
  - 4.2.2.1. His/her perception of the problem
  - 4.2.2.2. The facts he/she has obtained
  - 4.2.2.3. The documentation already in the file
  - 4.2.2.4. The attempts made to resolve the problem
  - 4.2.2.5. The suggested solution to the problem
  - 4.2.2.6. Any recommendations for preventing further occurrences of the problem
  - 4.2.2.7. And will make sure that the process for investigating the matter is free of conflict of interest that may arise between the person who makes the complaint or provides feedback, and those who may be



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involved in the review, documentation, investigation, resolution and notification/confirmation. He/she will also ensure that the review process is free of any coercion or intimidation or bias, either before, during, or after the review

4.2.3. The Executive Director, within 10 days of receipt of the complaint and/or appeal will:

- 4.2.3.1. Review the complaint and the decision made by the Manager
- 4.2.3.2. Render their decision, in writing to the complainant
- 4.2.3.3. If the review process is going to take longer than the expected 10 days, they will notify the complainant, in writing, of the expected completion date.
- 4.2.3.4. Notify the Chair of the Board of Directors of the complaint and its resolution.

4.3. 3<sup>rd</sup> Level Board of Directors

- 4.3.1. Where a complainant believes that a complaint was not satisfactorily resolved at the 1<sup>st</sup> and 2<sup>nd</sup> levels, an appeal may be submitted to the Chair of the Board of Directors within 30 days following completion of the 2<sup>nd</sup> level review.
- 4.3.2. The Chair of the Board of Directors within 10 days of receipt of the complaint and/or appeal will:

- 4.3.2.1. Review the complaint and the decision made by the Executive Director
- 4.3.2.2. Render their decision, in writing to the complainant and the Executive Director
- 4.3.2.3. If the review process is going to take longer than the expected 10 days, they will notify the complainant, in writing, of the expected completion date.

4.4. 4<sup>th</sup> Level Ministry of Children, Community and Social Services

- 4.4.1. Where a complainant believes that a complaint was not satisfactorily resolved at the 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> levels, an appeal may be submitted to the Program Manager for the Ministry of Children, Community and Social Services.

# FLOW CHART OF PROCESS

