


POLICY: Complaints/Feedback Process	POLICY NO.: HR 45
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POLICY STATEMENT

Community Living Burlington is committed to maintaining recognizes that having a complaint/feedback process is an integral part of providing quality support that is responsive to people's needs and allows for continuous improvement in our service delivery.

Community Living Burlington will take all complaints/feedback seriously and will respond to all matters. Although CLB will take all complaints seriously and attempt to resolve the complaints, we will not attempt to resolve complaints that may be deemed frivolous or vexatious.

DEFINITIONS

"Feedback" may be positive or negative (including complaints) and is related to the services and/or supports that are provided by Community Living Burlington. Feedback may be solicited or unsolicited.

"Complaint" is an expression of dissatisfaction related to the services and/or supports that are provided by Community Living Burlington.

WHO CAN MAKE A COMPLAINT OR PROVIDE FEEDBACK

- An individual who has a developmental disability who receives services and supports in any of our residential homes or day programs;
- A person acting on behalf of the individuals who have a developmental disability who receives services and supports in any of our residential homes or day programs;
- The general public.

Community Living Burlington will ensure that if an individual who has a developmental disability receiving services and supports in any of our residential homes or day programs submits a complaint there will be no negative impact or repercussions for that person.

PROCEDURE

Feedback/Comments/Complaints

Step 1

Any person identified above may submit their comments or complaints regarding the services and supports that CLB provides by

- email,
- voicemail,
- in writing
- or in person

In the following order to the;

1. Appropriate Manager,
2. Director(s),
3. Executive Director, or designate.

In order to help the Association fully address the complaint or feedback received, where possible, the following information must be included:

- Time and date
- Description of complaint, suggestion or compliment
- Why it is a concern or complaint
- Additional Comments
- What they would like CLB do to correct the issue
- Contact information (should the person wish to be contacted)

The Association will make every reasonable effort to resolve or address the complaint to the mutual satisfaction of all parties.

At any time through the various steps the person making a complaint may request a meeting if they wish.

Step 2

The Manager will carefully consider the complaint/feedback and will respond in writing within five (5) business days.

Step 3

If dissatisfied with the Manager's response, the person may send a written request for reconsideration, together with a copy of all previous correspondence, to the appropriate Director.

Step 4

The Director will review all the information and will respond in writing within five (5) business days.

Step 5

If the Director's response does not meet the concerns of the person who submitted the complaint, a written request together with a copy of the previous correspondence may be addressed to the Executive Director or designate.

Step 6

The Executive Director will review the entire matter and will respond to the person who submitted the complaint within five (5) business days.

Step 7

If the person is not satisfied or does not agree with the Executive Director's response they may write to the Board of Directors by sending or delivering their letter to the President at the Office of the Association, 3057 Mainway, Burlington, On L7M 1A1. The President will ensure that the Board considers the matter at its next regularly scheduled Board Meeting.

In considering the matter, the Board will first ensure that the process described above has been followed. It will then consider whether the decision or actions that have been taken are consistent with the values and policies of the Association and whether such decisions are reasonable in the circumstances. Following its consideration, the Board will direct the President to reply on its behalf, in writing.

REPORTING REQUIREMENTS

If any complaint received is deemed a criminal offence, the complaint will be reported to the police.

If any complaint received is deemed a serious occurrence, a serious occurrence will be reported to the Ministry of Community and Social Services.

Any complaints/feedbacks received from any sources will be shared as part of the MCSS's risk assessment when requested.

REVIEW PROCESS

In order to promote continuous quality improvement, CLB, will conduct a review and analysis of all complaints and feedback received in order to evaluate the effectiveness of our policies and procedures, annually.

DISTRIBUTION OF POLICY

A copy of this policy will be provided to any person who requests it.

A copy of this policy will be provided to all individuals and their families/guardians or anyone acting on their behalf who come into service with CLB.

The policy will be reviewed annually with the individual being supported and their family/guardian or anyone acting on their behalf at their annual Personal Support Planning Meeting.

