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|  Aldaview Services | Complaint/Feedback Process | POLICY #: | P.D. 8.3 |
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| MANUAL | Aldaview Program Delivery | APPROVED BY: | Louise Lepp |
| ORIGINAL ISSUE: | September 1, 2014 | CURRENT REVISION: December 2, 2019 | |
| PAST REVISIONS: | January 1, 2018 | | |

POLICY:

A complaint and feedback process will be in place to ensure that individuals supported, their families, Aldaview employee's and/or the community has a mechanism to bring their concerns forward regarding the services provided by Aldaview Services, and have them addressed.

PURPOSE:

1. The information received through a complaints and feedback process can ensure steps are taken to address concerns in regards to support and/or administrative practices, and ensure continuous improvement in service delivery.
2. The procedural aspect of the policy will set out processes to elicit feedback, resolve and/or respond to complaints regarding the service and supports provided by Aldaview Services.
3. This policy will comply with the Ministry of Children, Community and Social Services guidelines.

SCOPE:

This policy is separate from other avenues that an individual may choose to express their concerns such as at the local level, or direct to the Ministry, Ombudsman of Ontario or the Human Rights Commission.


RESPONSIBILITY:

All employees are to know of the policy and understand their responsibilities as it relates to this policy.

DEFINITIONS:

Feedback: This may be positive or negative (including complaints) and is related to the services and/or supports that are provided by a service agency. Feedback may be solicited *such as information and comments collected through a satisfaction survey or a suggestions 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 by or to a staff person).

Complaint: This is an expression of dissatisfaction related to the services and/or supports that are provided by a service agency. A complaint may be

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expressed by a person supported, or a person acting on their behalf, by an employee, or the general public regarding the services and supports that are provided by the service 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/Manager). A complaint does not include feedback on matters unrelated to the agencies services and supports that it provides.


Complainant: The person bringing forward a complaint.

REFERENCES and RELATED POLICIES:

Services and Supports to promote the Social Inclusion of Persons with a Developmental Disabilities Act, 2008.(SSPSIPDD Act, 2008)
Regulations 299/10 regarding quality assurance measures made under (SSPSIPDD Act, 2008)
Client Abuse Policy
Reporting of Serious Occurrence Policy
Conflict of Interest Policy


PROCEDURE:

1. Information regarding the complaints and/or feedback process will be made available to all clients supported, persons acting on behalf of the client and/or the general public.
 2. Information will be provided in a way that is understandable and in plain language.
 3. All clients will be invited to develop an individualized plan outlining how they address concerns of any kind, including a complaint.
 4. All staff will receive training as to how to differentiate between feedback and a complaint, and the complaints process.
 5. Complaints can be submitted in writing or verbally to any staff member/Manager/Executive Director as appropriate.
 6. Complaints received will be passed on to the Manager of the particular program area or another member of the Aldaview Leadership team.
 7. The process for investigating complaints will be free of any conflicts of interest and intimidation.
 8. Any complaint relating to a case of alleged client, suspected or witnessed abuse will be followed up as per procedures outlined in Aldaview' s Client Abuse Policy and police will be notified as per policy.
 9. Where required, a complaint/feedback will be reported as a Serious Occurrence Report to the Ministry of Children, Community & social Services as per Aldaview' s
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policy 'Reporting of Serious Occurrences' and in accordance with the guidelines set out in SIPDDA 2008 and its regulations.

10. The complaint shall be investigated, and resolved where possible and communicated within 10 business days. The communication shall include what has been done to resolve the complaint or if the complaint is unfounded the reasons for the belief.
 11. Where the complaint alleges harm or risk of harm to one or more individuals supported the investigation shall be commenced immediately.
 12. Complaints/feedback will be processed ensuring the process is free of any conflict of interest, intimidation, coercion or bias either before, during or after the review by following procedures set out in Conflict of Interest Policy. (Refer to conflict of Interest Policy.)
 13. If the complainant feels that his/her concern has not been satisfactorily addressed by the Manager, he/she may request that the complaint is addressed by the Executive Director. A response from this second level will be made with the complainant within 7 business days.
 14. If the complainant believes that the proposed resolution is not acceptable and still wishes to pursue the issue further, he/she may ask the Executive Director to review the matter with the CEO of Tri-County Mennonite Homes. This response will be communicated within 10 business days. The CEO's decision is the final step in the Aldaview Services process.
 15. Records regarding complaints shall include:
 - a. The nature of each verbal or written complaint
 - b. The date the complaint was received
 - c. The type of action taken to resolve the complaint, including the date of the action, time frame for actions to be taken and any follow-up action required.
 - d. Final resolution if any
 - e. Every date on which any response was provided to the complainant and a description of the information shared and the method.
 - f. A record of any response and method from the complainant.
 16. The following process will also be in place:
 - a. A written record of each complaint will be made.
 - b. Where appropriate consideration will be given to clients involvement in being a part of the process to resolve a complaint and/or give feedback. E.g. when a complaint is brought forward by someone else receiving support from the agency.
 - c. A record of complaints will be kept on file at the main office of Aldaview Services.
 - d. Documented record of complaints will be reviewed and analyzed for trends at least quarterly when there is a complaint still open and/or active.
 - e. Results of the review and analysis are taken into account in determining needed changes in the provision of supports and services
 - f. The CEO will be kept apprised of complaints and the subsequent reviews.
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- g.** In consultation with the CEO, the Board of Directors will be apprised of complaints as part of the regularly scheduled reporting or more timely based on the severity and/or complexity of the complaint.

Accompanying documents:

Information poster outlining Complaints Process.

Complaint package/process for Clients