

COMMUNITY LIVING SOUTH HURON

	Appeal/Complaint Procedure	P 4
Revised: October 2017 Revised: October 2018		

Policy

It is the belief of the members of the Association that to maintain quality services and positive growth there must be open communications within the Agency and between the Agency and the community. To facilitate communication, everyone (i.e. clients, parents/guardian, advocates and the general membership) must have a method of airing issues in a positive and structured form.

Procedure

1. a) If a client has an issue with either a staff member or the manner in which services are delivered by this Agency, that client (with the help of a family member or advocate, if necessary) shall speak to the Client Services Manager to resolve the issue. If the complaint relates to an allegation of abuse, the procedure outlined in Policy **P 5** will be followed, leading, if necessary to the notification of the police. If the client/parent/advocate is not satisfied with the answer, he/she/they shall meet with the Executive Director in search of a resolution. Again, if the answer is not satisfactory, the Executive Director will arrange a meeting with the President of the Association who will raise the matter with the Executive of the Board and eventually, if necessary, with the full Board. The decision of the Board is final. Depending on the circumstances; however, the Board or the client may refer the matter to the Ministry. All matters that could be construed as serious occurrences will be reported to the Ministry within the time-frames determined by the Ministry.
 - b) The Human Resources Manager will investigate all complaints raised by staff members. If a staff member is dissatisfied with the resolution proposed by the Manager, he/she may appeal to the Executive Director and follow the steps outlined in 1a) or file a grievance with the Union and follow the procedure outlined in the Collective Agreement.
 - c) A member of the community who is dissatisfied with his/her treatment by staff, the conduct of a member of the Management Team, policies or procedures of the Agency or who has a specific complaint will be referred (by the staff or the Board Member) to the Executive Director. If the resolution proposed by the Executive Director is unacceptable, the complainant will be referred to the President of the Board who will arrange a meeting with the Executive and, if necessary, the full Board. If the complainant is still dissatisfied, he/she will be referred to the Ministry for a resolution.
2. All complaints, when possible, will be committed to writing as will the responses at each step.
3. To ensure the review is fair and unbiased, no one with a potential conflict of interest (including a person being supported by the Agency) will be permitted to serve on any part of the review process.
4. Responses by the Admin Team and the Executive Director will be timely (within seven days) and by the full Board within a month (after the next full Board meeting).
5. The Board, through its Administration, may request, from time to time, information from the

community through individual letters or blanket surveys. It will be the Board's responsibility to co-ordinate the information and share it with the community as it sees fit.