

Support

The person supported who is bringing their complaint forward can invite at any or all stages of the process a person they trust to support them through the process.

Protection

No person making a complaint shall be negatively impacted or have their services withdrawn as a result of making a complaint.

Conflict of Interest

Staff of BPACL who is the subject of a complaint or named negatively in a feedback process will not manage the process of review or resolution of the complaint or negative feedback, or be involved in any part of the process where there is a perceived conflict of interest. The person may be requested to provide information to the person managing the review.

Policy

Bruce Peninsula Association for Community Living welcomes feedback and complaints from persons supported, families/persons acting on behalf of a person supported, and the community at large about services and supports. The agency recognizes the value of compliments, suggestions, or complaints received through a variety of communication options. The agency response will take into consideration people's needs, improvement in service delivery and resources while ensuring continued excellence in the provision of supports and services in a timely manner.

Access to the Policy

A copy of the full policy will be available at each site or service of the BPACL. Persons supported, parents, care-givers, family members, and community members may request to view a copy of the policy during normal business hours, or on the BPACL website.

**Bruce Peninsula Association for
Community Living**

314 George St P.O. Box 95

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<http://bpacl.com/>



Feedback/Complaints Policy and Procedure

Plain Language

Complaint Procedure

Who can use this procedure?

Persons supported, family/persons acting on behalf of the supported person, or the community

