

Feedback/Complaints Policy

POLICY

Bruce Peninsula Association for Community Living welcomes feedback and complaints from person supported, families/person acting on behalf of person supported and the community at large about services and supports. The Association recognizes the value of compliments, suggestions or complaints received through a variety of communication options. The Association 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

PROCEDURE

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.

If the concern is about abuse, the Abuse Prevention and Reporting Policy (SUPSER 6.10) will be followed.

All alleged, witnessed and suspected abuse will be reported to the police to determine if the action(s) are criminal in nature. This will include calling the police department Community Liaison for advice if unsure. If staff believes that the person is in imminent risk, he/she will immediately call 911 and request help from the police.

People receiving services will be educated during the annual refresher on the Abuse policy that the agency will call the police and will inform the person supported before they do call.

BPACL will ensure that the review process is fair and free of coercion, intimidation or bias at all times throughout the process. All staff will declare a conflict of interest or perceived conflict of interest where applicable. If staff is unsure if there is a conflict they will discuss with their manager.

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- No person making a complaint shall be negatively impacted or have their services withdrawn as a result of making a complaint.

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BPACL will provide access to the policy by offering a copy to all people supported/families/person acting on behalf of the supported person at the time of intake process, upon requests, and posted on BPACL website- <http://bpacl.com>. A plain language version of the Feedback/Complaints policy will be provided to people supported (Appendix 1).

The Feedback/Complaints Policy will be reviewed with people supported, all staff, volunteers and board members as part of the annual Abuse training. Reviews will be signed off on the Mandatory Review Acknowledgement and recorded on AIMS Documentation Due for people supported.

Where necessary, based on the nature of the complaint/feedback, BPACL will ensure a Serious Occurrence Report is submitted to MCSS through the Serious Occurrence reporting process.

The AIMS system will notify the AIMS Complaint Administrator when a complaint has been documented. The role of the administrator will be to monitor that the complaint timelines are being met for resolution. If the complaint is about the Administrator access to the complaint will be locked by the Executive Director.

Procedure for Feedback and Complaints received from person supported and/or family/person acting on behalf of the person supported and the community

Step 1

If a person receiving support or family/person acting on behalf of the supported person or the community has a complaint, the issue can be express through the established ways of communication: in person, by phone, in writing or by email to a support staff.

- It is the responsibility of the Support Worker receiving the complaint to address the concern.
- Work towards achieving resolution at the time the concern is received.
- Support Worker will document on AIMS –Complaint/Allegations the concern and resolution.
- Send email to the appropriate Program Manager regarding the complaint

If the issue is beyond the Support Worker's authority or ability to resolve, the Support Worker will refrain from discussing or debating the matter with the person providing the information or if the response from the Support Worker is unsatisfactory to the person the Support Worker will:

- Share the contact information of the appropriate Program Manager to the person with the complaint.
- Obtain contact information of the person expressing the complaint.
- Document concern on AIMS- Complaint/Allegations.

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- Report concern immediately to the Program Manager for follow-up with the complaint.

Step 2

If the response from Step 1 is unsatisfactory the person can set up a meeting with the Program Manager.

If the person does not make contact within 2 business days the Program Manager will set up a meeting to review the concern and work toward achieving resolution within 5 business days of receiving the concern. It should be noted that some situations may require a longer period of time; however, communication back to the person with a status update will be provided within 5 business days.

Manager will:

- Review current AIMS Complaint/Allegation documentation.
- Contact person with complaint within 2 business days, if person has not contacted the Manager.
- Conduct an investigation.
- Discuss matter with Executive Director.
- Provide person with written resolution within 5 business day.
- Document on AIMS-Complaint/Allegation all stage 2 follow up.
- If the complaint is about the Executive Director, the Manager will proceed to step 4 and discuss matter with President of the Board of Directors. The President of the Board will determine course of action.

Step 3

If the response from Step 2 is unsatisfactory the person can contact the Executive Director.

The Executive Director will:

- Review AIMS Complaint/Allegation documentation.
- Respond to the person in writing within ten (10) business days of receiving the complaint.
- Document on AIMS-Complaint/Allegation all stage 3 follow up.

Step 4

If the response from Step 3 is unsatisfactory the person can contact the President of the Board of Directors requesting further action through the Board of Directors.

- This can be done by communicating this to the Executive Director who will in turn advise the President of the Board.
- The Board President and Executive Director will review the initial concern and the Executive Director's response.
- A written response from the Board President will be forwarded to the person within 30 days from the date of initial contact with the Board President.

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- Executive Director will document on AIMS.

The Board of Directors may approve receiving someone's concern directly providing that the issue:

- Relates to the health, safety and well-being of a person being supported.
- Relates to a policy of BPACL.
- If the complaint is in regards to the Executive Director.

The Board will not receive concerns that arise out of the Labour Relations Act, the Employment Standards Act or the Occupational Health and Safety Act.

Procedure for Feedback and Complaints received through the website

Step 1

Feedback or Complaints received through info@bpacl.ca will be forwarded to the Manager responsible for the program involved by Executive Assistant or designate.

Step 2

The Manager will respond within 1 business day that they have received the notice through the agency website. The Manager will arrange to hear the complaint through a phone call or meet in person within 2 business days from this contact.

Manager will:

- Contact person with complaint within 1 business day.
- Conduct an investigation.
- Discuss matter with Executive Director.
- Provide person with written resolution within 5 business day.
- Document on AIMS –Complaint/Allegation all stage 2 follow up.

Step 3

If the response from Step 2 is unsatisfactory the person can contact the Executive Director.

The Executive Director will:

- Review AIMS Complaint/Allegation documentation.
- Respond to the person with concern within 10 business days of receiving the complaint.
- Document on AIMS-Complaint/Allegation all stage 3 follow up

Step 4

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If the response from Step 3 is unsatisfactory the person can contact the President of the Board of Directors requesting further action through the Board of Directors.

- This can be done by communicating this to the Executive Director who will in turn advise the President of the Board.
- The Board President and Executive Director will review the initial concern and the Executive Director's response.
- A written response from the Board President will be forwarded to the person within 30 days from the date of initial contact with the Board President.
- Executive Director will be responsible for documentation on AIMS-Complaint/Allegation for stage 4 follow up

The Board of Directors may approve receiving someone's concern directly providing that the issue:

- Relates to the health, safety and well-being of a person being supported.
- Relates to a policy of BPAACL.
- If the complaint is in regards to the Executive Director.

The Board will not receive concerns that arise out of the Labour Relations Act, the Employment Standards Act or the Occupational Health and Safety Act.

Review and Analysis

The AIMS Complaints/allegation Administrator or designate will conduct a semi-annual review of the feedback and complaints documented on AIMS-Complaints/Allegations. The semi-annual review will consist of but not be limited to:

- Identifying issues, trends and patterns
- Review of the process and its effectiveness
- Policy updates

Results of the semi-annual review will be forward to the Managers and Executive Director. The Executive Director will bring forth the finding to the Board of Directors where a person supported sits as a member.