

CLAPW POLICY AND PROCEDURE

| | |
|----------------|---|
| Policy No. | ADMIN 1.65 |
| Page | PAGE 1 OF 4 |
| Effective Date | SEPTEMBER 2003 |
| Reviewed | AUGUST, 2012 JUNE 28, 2016 MAY, 2018 JANUARY, 2024 |

SECTION: ADMINISTRATION
POLICY TITLE: COMPLAINT POLICY AND PROCEDURE
RELEVANT FORMS: COMPLAINT PROCESS FORM
APPROVED BY: 
Executive Director

Policy Statement:

CLAPW takes seriously its obligation to operate and provide services in a high-quality manner and to be responsive to concerns/complaints raised by the general public, supported persons, and persons acting on behalf of supported persons.

SCOPE

The policy applies to the parties listed above, not to employees around employment issues. Employment matters are to be referred to the Human Resources Department.

PROCEDURE

STEP ONE

Direct support employees should try to resolve minor complaints that can be addressed on the spot. The complaint and the resolution should be noted in the daily communication log. Direct support employees may also consult with a manager for advice or permission to implement a solution. However, when a complaint is serious in nature, is not possible to resolve quickly, or if the complainant is convinced their complaint is serious in nature, the attached "Complaint Process Form" may be completed by the staff member receiving the complaint or by the complainant. The form should then be forwarded to the site/program Manager to resolve at the Step Two of this process. These forms are available at Head Office, the CLAPW intranet, and all other Community Living Ajax-Pickering and Whitby sites.

CLAPW POLICY AND PROCEDURE

| | |
|----------------|---|
| Policy No. | ADMIN 1.65 |
| Page | PAGE 2 OF 4 |
| Effective Date | SEPTEMBER 2003 |
| Reviewed | AUGUST, 2012 JUNE 28, 2016 MAY, 2018 JANUARY, 2024 |

Note:

- (1) When a complaint seems serious in nature, a Manager must be contacted as soon as possible (using the emergency on-call system if necessary) to assess whether or not Serious or Enhanced Serious Occurrence reporting will be required AND whether or not any other action such as a call to emergency services will be needed.
- (2) If there is any allegation or implication/suspicion of abuse, a Manager must be contacted immediately (using the emergency on-call system if necessary) to initiate Serious or Enhanced Serious Occurrence reporting and to determine if the police should be contacted.

The complainant may communicate their complaint in person, by phone, by email, by letter, or by completing the "Complaint Process Form" themselves.

The complainant may also advance the matter to Step Two if they are not satisfied with resolution or proposed resolution at Step One or if the Complainant believes that the Manager is not the appropriate person to address the complaint for some other reason.

The complainant may skip Step One or even Step Two if they have concerns that conflict of interest, coercion, or bias before, during or after consideration of the complaint will compromise the outcome of the complaint.

STEP TWO

If a Manager receives a complaint directly that qualifies to be handled through this policy/procedure or such a complaint has been advanced from Step One, the Manager should discuss the matter with the complainant as soon as possible and work towards a prompt resolution. Generally, this discussion should take place within two business days of the complaint being received, and the resolution should occur within five business days of the discussion unless the complainant is provided with good reason as to why the resolution should take longer to determine or implement and how much longer that will take. When the matter is resolved, the Manager should attach a sheet that they sign and date to the "Complaints Process Form" that outlines the resolution.

If the Manager has a conflict of interest, they should discuss the matter with the Operations Manager and Executive Director so that a decision can be made as to

CLAPW POLICY AND PROCEDURE

| | |
|----------------|---|
| Policy No. | ADMIN 1.65 |
| Page | PAGE 3 OF 4 |
| Effective Date | SEPTEMBER 2003 |
| Reviewed | AUGUST, 2012 JUNE 28, 2016 MAY, 2018 JANUARY, 2024 |

whether or not the complaint should be handled by the Executive Director or another Manager.

If the complainant is not satisfied with the resolution at this step, they may advance the complaint to Step Three.

STEP THREE

If the Executive Director receives a complaint that has been advanced to or appropriately initiated at their level, they should contact the complainant within two business days, and then usually provide resolution within five to ten business days. A faster response might be needed in urgent cases, but a long response time might be appropriate in cases where there is much complexity. Complaints that qualify to be addressed under this policy/procedure at the Executive Director level will be stored along with the account of their resolutions, at Head Office.

In cases where the complaint should have been initiated at a lower level, the Executive Director should redirect the complainant or complaint to the appropriate level.

In cases where the complainant is dissatisfied with the resolution provided by the Executive Director or the complainant is convinced that the Board should be informed of the complaint, the Executive Director may contact the Board Chair/President or body or person chosen by the Board to address such issues) or furnish the complainant with such contact information.

CONFIDENTIAL RIGHTS COMMITTEE COMPLAINT PHONE

*If a supported individual within our services has a complaint and they would prefer not to speak directly to staff members, they may contact the confidential Rights Committee phone line at (905) 427-6401, ext. 262. Supported individuals can leave a message with the nature of the complaint and a dedicated committee member will return the call within two business days and work toward a prompt resolution, generally within five business days unless the urgency of the situation requires a faster resolution, or the complexity of the situation demands more time before resolution can be achieved. The Operations Manager and the Executive Director are to be informed in writing of all complaints (and their resolutions) left on this phone line. If the matter is reviewed by a manager, Chair of the Rights Committee or the Rights Committee as a whole, the complainant will have the right to have input into the resolution and will have the right to challenge the resolution with the Executive Director.

CLAPW POLICY AND PROCEDURE

| | |
|----------------|---|
| Policy No. | ADMIN 1.65 |
| Page | PAGE 4 OF 4 |
| Effective Date | SEPTEMBER 2003 |
| Reviewed | AUGUST, 2012 JUNE 28, 2016 MAY, 2018 JANUARY, 2024 |

Cross Reference to policy:

| | |
|------------|--|
| ADMIN 1.80 | Use of Emergency/On Call Phone |
| SS. 70 | Rights of People Supported by CLAPW |
| SS. 50 | Abuse and Neglect |
| ADMIN 1.45 | Accessible Customer Service Standards |
| SS. 65 | Rights Committee |
| EM 5.15 | Incident, Serious Occurrence and Enhanced Serious Occurrence Reporting |



COMPLAINT PROCESS FORM

We strive to provide excellent care and service at Community Living Ajax-Pickering and Whitby. Sometimes, feedback can be positive, but sometimes it can come in the form of a concern or complaint that requires immediate attention. In the latter case, please see the process below to assist with rectifying a complaint.

COMPLAINT PROCESS

If a direct support employee is not able to resolve a concern to the satisfaction of the complainant (whether the complainant be a member of the general public, a supported person, or a person acting on behalf of a supported person), this form may be completed by the employee or complainant. The completed form should normally be forwarded by the employee or complainant to the site/program Manager.

Note: The complainant may choose to report their complaint in person, by phone, by email, by letter, by using the Rights Committee phone line (if the complainant is a supported person), or by using this form. The complainant may also choose to bypass the site/program Manager and make the complaint to the Executive Director if there is some concern that a conflict of interest/bias might compromise the effective handling of the complaint or if there is some concern that the Manager is not the right person to address the complaint for other reasons.

Please outline the complaint below. Attach additional pages if necessary. Include your name, signature, date, and means of contacting you at the end of your written complaint.
