

COMMUNITY LIVING BRANT
POLICY AND PROCEDURE MANUAL

SUBJECT: Complaints Procedure	POLICY NO. 8.12 Page 1 of 5
FILE UNDER SECTION: 8 - PROGRAM	EFFECTIVE DATE: January 21, 1992 REVISION DATE: May 9, 2023

PURPOSE

Community Living Brant is committed to providing respectful, quality services to people and families. It is recognized that concerns, complaints and disagreements will arise as we strive to work together.

When a concern or complaint arises, it is our goal that the people directly involved are able to resolve the concern/complaint in a timely and informal manner to the extent that the issue and circumstances permit. However, in some situations, greater care and detail in both verbal and written communications may be required.

This policy applies to the individual/family as well as to community agencies and community members who may have concerns regarding our services.

POLICY

1. The Agency's Complaint Process is available upon request and will also be available on the Agency's website at www.clbrant.com. The REACH Out Self-Advocate's Complaint Procedure video is located on the homepage of the CL Brant website.
2. Each person and their families/guardians (if applicable) will receive a copy of the Complaints Procedure when they begin service with Community Living Brant.
3. Once a year, all people and their families/guardians (as applicable) will be sent a brochure of the Complaints Procedure.
4. There will be no negative repercussions on the person receiving service should he/she have a complaint or concern. The complaints process will be free of any coercion, intimidation, or bias before, during, or after the review.
5. Staff has the right to know when a concern or complaint involving them has been made. Staff has the right and responsibility to be part of the resolution.
6. ***The Complaints Procedure is not for emergency situations.***
7. Information collected through the Complaints Process shall remain confidential except as required by law or for the purpose of implementing this policy.

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PROCEDURE (CONTINUED)

PROCEDURE

Community Living Brant will listen and respond to your concern or complaint. We want to ensure people are satisfied with the quality of their services, supports and the operations of the Agency.

If your concern is with a staff;

- And if you are comfortable talking to that person, you may tell them in person, in writing, or by email or by other preferred means of communication.
- You can ask for help from a friend or family member you trust.

OR

- Find a staff in Community Living Brant that you trust and respect to help you bring your concern or complaint forward to the appropriate person.
- They can help you to call or write a letter, or fill out a complaint form on the Agency's AIMS database.

If you have any other type of concern or complaint:

- Find a staff in Community Living Brant that you trust and respect to help you bring your concern or complaint forward to the right person.
- They can help you to call or write a letter, or fill out a complaint form on the Agency's AIMS database

1. After the concern or complaint has been made to the Agency, the following will happen:

- 1.1. You will be in contact with someone who can help you within three (3) working days of receiving your concern or complaint.
- 1.2. You will be given the chance to talk about your concern or complaint with someone. The Agency will have the staff who is the best person to help meet with you. This will probably be a Community Living Brant Supervisor **or** one of the Directors. The Director/Designate will review the circumstances of your concern or complaint and ensure that any person assigned to review or resolve your concern or complaint does not have a conflict of interest. This will be done by considering a variety of factors, including, but not limited to, current and past relationships, previous involvement in past concerns/complaints, or role/relationship in the organization.

1.2.1.

When selecting who will respond to your concern, we will ensure that the

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person is not in any conflict with you and the concern you raised. As well, we will consider who is chosen to ensure that you feel safe to bring forward your concerns without fear of being forced to change your mind, fear about being judged or intimidated by that person.

1.2.2

If you feel that the person who is following up with you is not being fair or makes you feel uncomfortable, you can request the agency provide a different person to speak with you. You will not be punished and do not need to fear your services and supports will change if you ask for someone different.

- 1.3 When you meet to discuss your concern or complaint, you may bring a friend or family member to help you.
- 1.4 If in disclosing your complaint to the agency and it is determined that your concern involved alleges/suspected/or witnesses abuse that may constitute a criminal offence, the concern may need to be reported to the police. This is a required under Quality Assurances Measures under Ontario Regulation 299/10. These requirements are outlined in Policy 8.19 Abuse
 - 1.4.1.
The agency would report such as a serious occurrence to the ministry as outlined in Policy 8.3 Serious Occurrence
- 1.5 Community Living Brant will do its best to meet and resolve your concerns within five (5) working days. More serious concerns or complaints may take a longer time to resolve.
- 1.6 There is a written record kept of all formal complaints, and if you wish, you can ask for a copy in your preferred format.
- 1.7 After your meeting to resolve your concern or complaint, you will receive an answer in person or your preferred method of communication with the decision, where possible or appropriate, within three (3) working days of this meeting. If the resolution is going to take longer, you will be notified of the delay.
- 1.8 Where appropriate and/or requested, the Supervisor/Director will follow up with you about the resolution of your concern.

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2. If you do not feel your concern or complaint was resolved at this time you may bring your concern to the Executive Director.

- 2.1. You can tell your concern to the Executive Director.
- 2.2. If needed, a meeting time with the Executive Director will be arranged.
- 2.3. The Executive Director will have information prior to the meeting to determine the steps the Director has taken in an effort to resolve your concern.

3. Board of Directors Of Community Living Brant

- 3.1 If after these attempts your concern or complaint remains unresolved, you can direct your concern or complaint in writing to the Board of Directors.
In your letter, outline what steps have been taken to help solve your concern or complaint and why you feel the situation has not been resolved.

Board of Directors, Community Living Brant,
366 Dalhousie Street
Brantford, ON N3S 3W2
Email: board@clbrant.com

- 3.2 A meeting with a member/members of the Board of Directors and the Executive Director will take place at which time you can share your concerns. Once again, you should feel free to bring with you a friend or family member if you would find that helpful.
 - 3.3 The person/people meeting with you will have been provided with a summary of all previous attempts to resolve your concern/complaint. Following the meeting, you will receive a letter outlining the recommendations and decisions.
4. If following your efforts within Community Living Brant your concern or complaint remains unresolved, your final step is to ask the Ministry of Children, Community and Social Services (adult services) or the City of Brantford for EarlyOn services to review your complaint.

They can be reached as follows:

Attention: Program Supervisor for Community Living Brant
Ministry of Children, Community and Social Services
19 King Street West
Hamilton, ON L8P 4Y7

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Attention: Manager of Children's Services and Early Years Programs
Health and Human Services
City of Brantford
220 Colborne Street, Brantford, Ontario N3T 5R7

REVIEW AND ANALYSIS OF COMPLAINTS AND FEEDBACK

1. Senior Management will conduct an annual review analysis of any complaints/concerns that have been raised in the previous year.
 - 1.1 The annual review and analysis will be discussed and documented in Senior Management meeting minutes
 - 1.2 Appropriate changes will be made to address any trends or concerns. These changes may include revising policies and procedures, training for staff and/or people receiving services, etc.
 - 1.3 Community Living Brant will provide information about complaints to the Ministry upon request during the annual Compliance Review.
2. The Person Centred Excellence Committee conducts or reviews results of regular satisfaction surveys and focus groups on various topics affecting quality of services. A summary report of findings and recommendations will be made and given to Community Living Brant for review and consideration.