



# AVENUE II COMMUNITY PROGRAM SERVICES

(THUNDER BAY) INCORPORATED

## MANUAL OF ADMINISTRATION

<b>TOPIC:</b> Support Services	<b>SUBJECT:</b> Complaints/ Feedback Process	<b>Code:</b> SS001
		<b>Date of Issue:</b> January 2012
		<b>Revised:</b> November 2024
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### POLICY:

Avenue II is committed to reviewing and finding reasonable resolution to complaints made by the people supported, family members, or other authorized representatives (caregivers) regarding service provision. All complaints will be processed in accordance with the Avenue II Complaints Procedure. If the complaint is an allegation of abuse, the complaint will be dealt with using the Abuse Policy and Procedure.

All individuals(clients) receiving services have the right to be informed about the complaints process and may raise any complaints or concerns at any time. Persons acting on behalf of the individual may also use the complaints procedure on behalf of an individual.

All complaints will remain confidential and there will be no reprisal toward anyone who makes a complaint. It is the intent of Avenue II to offer a process that is free of any coercion, intimidation or bias. Avenue II will do so by providing a safe, judgment free environment to bring forward concerns and offer feedback on services provided. When requested, independent arm's length assistance will be offered. Avenue II welcomes feedback to ensure the supports we are providing effectively meet the needs of each person we support.

Consideration shall be given to any conflict of interest that exists or may arise between the complainant and those who may be involved in managing, documenting, investigating and/or resolving the complaint including providing notification/confirmation. A person without a conflict of interest shall investigate and attempt to resolve the situation with the complainant. If required, the organization will utilize someone from outside the agency who does not have a conflict of interest.

### Definitions:

**Complaint:** An expression of dissatisfaction related to the services and/or supports provided by Avenue II; a complaint may be expressed by a person receiving services and supports, or a person acting on their behalf or by the general public. A complaint may be made formally, such as a letter, or informally, such as a verbal complaint expressed to an employee.

**Conflict of Interest:** Where a person has a (perceived or real) vested or personal interest in the outcome. It may also include where the person has a relationship (personal or professional) whose views are not objective, and which may impact the outcome.



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**ROLES AND RESPONSIBILITIES:**

**Complainant:**

The person making the complaint will make every effort to participate fully in the process, understand the information and be honest regarding the complaint.

**Client:**

They shall endeavor to participate fully in the process in an honest open manner. If able they will identify where they are unable to understand or need assistance with the process.

**Person Receiving Complaint**

**(or Participating in the Complaint on Behalf of Avenue II):**

To participate fully in the process in a fair and unbiased manner. Where applicable they are responsible to document, investigate, participate in the resolution and provide notification or confirmation with the individual who submitted the complaint/feedback. They will inform the complainant of the process should the issue not be resolved and provide necessary forms and policy.

**PROCEDURE:**

1. Information on Avenue II's complaint process will be provided to each person supported and/or a person acting on their behalf.
2. Each person with a complaint is encouraged to discuss the complaint directly with the staff member and/or Manager they are involved with.
3. The person making the complaint may approach a different staff member and/or Manager with whom they may be more comfortable. The Manager will document utilizing the appropriate forms and arrange a meeting to discuss or offer follow-up.
4. If the complaint is not resolved, it will be directed to the Director of Support Services for resolution who will record the Complaint on a Complaints Documentation Form and utilize the Complaints Resolution Report to record the outcome.



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5. If not resolved at the above level it will be directed to the Executive Director utilizing the same process for documentation and resolution.
6. If not resolved at the above level it will be directed to the Board of Directors for resolution.
7. Upon being advised of a complaint the person receiving the complaint will advise their immediate Supervisor.
8. The Manager will advise their immediate Supervisor who will advise the Executive Director.
9. The Manager will convene a meeting with the parties involved to seek resolution within 14 days of receiving the complaint. The meeting will be documented.
10. If the Complaint is resolved, the Manager will document the resolution and provide a copy to their Supervisor and Executive Director. A copy of the resolution and supporting documentation will be filed in a Complaints File with Administration.
11. If the complaint is not resolved, the Manager will document the proposed resolution and the reason why the complaint was not resolved at this stage to the Director for resolution.
12. The complaint will flow through steps 4 -6 working towards a resolution. Each stage will have 14 days to respond from the receipt of the complaint with the exception of stage 6 where they will respond 5 business days from the date of the next regularly set Board Meeting.
13. Any complaint involving abuse as per Ontario Regulation 299/10 please utilize policy AD000 and applicable Serious Occurrence Policy AD155.
14. Based on the nature of the complaint, Serious Occurrence Policy AD155 and applicable legislation may be applicable in reference to the complaint and require reporting to the Ministry of Children, Community and Social Services as a Serious Occurrence. Please refer to that policy as required.



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AVENUE II – COMPLAINTS/ FEEDBACK PROCESS

## COMPLAINTS PROCEDURE

PLAIN LANGUAGE

We want to provide the best possible service to you and your family. If you have a concern, we want to hear it. We will listen and do our best to help.

### STEP 1

Talk to the person that you have a problem with. Explain your concern. Try to find a way to make things better.

If you have a concern... **We want to hear it.**

### STEP 2

If that doesn't work, talk to a staff member you are comfortable with. Explain your concern. We, or someone you can trust can help you to write down your concerns. Tell them what you have tried to do to make things better. You can also speak to a Manager.

### STEP 3

If you are still not happy, talk to the Director to explain or show them your concern.

### STEP 4

If you are still not happy, talk to the Executive Director to explain your concern.

### STEP 5

If you are still not happy, you, or someone you trust can ask to talk to the Board of Directors to explain your concern.



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AVENUE II – COMPLAINTS/ FEEDBACK PROCESS

## **COMPLAINTS PROCEDURE**

### **FAMILIES & CAREGIVERS**

**We want to provide the best possible service to you and your family. If you have a concern, we want to hear it. We will listen and do our best to help.**

#### **STEP 1**

Open, honest communication is the most effective way of addressing concerns and we encourage you to communicate directly with the person involved. In most situations, this will resolve any issue or concern that you may have. If you are not comfortable speaking directly to the person, you may wish to proceed to Step 2.

If you have a concern... **We want to hear it.**

#### **STEP 2**

Should your concerns persist or if you are not comfortable approaching the person directly, you can call us at 807-345-9933 and ask to speak to a Manager.

#### **STEP 3**

Should your concerns, not be addressed satisfactorily, your concern will be forwarded to the Manager or Director.

#### **STEP 4**

Should your concerns, not be addressed satisfactorily, your concern will be forwarded to the Executive Director.

#### **STEP 5**

In the rare instance that your concerns have not been addressed satisfactorily, your concern will be forwarded to the Board of Directors.



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AVENUE II – COMPLAINTS/ FEEDBACK PROCESS

**COMPLAINTS DOCUMENTATION**

**Documentation Date:** \_\_\_\_\_

**Name of Person Recording Complaint:** \_\_\_\_\_

**Name of Person Expressing Complaint:** \_\_\_\_\_

*If the Complainant is someone other than the person who is supported by Avenue II, please indicate their relationship to the person:* \_\_\_\_\_

**Complaint Details:**

*Be specific about the concerns, and where possible include dates and/or examples.*

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**Signed By:** \_\_\_\_\_

**Meeting Time Arranged:** \_\_\_\_\_



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**AVENUE II – COMPLAINTS/ FEEDBACK PROCESS**

**COMPLAINTS RESOLUTION REPORT**

**Documentation Date:** \_\_\_\_\_

**Person Voicing Complaint:** \_\_\_\_\_

**Person Approached with Complaint:** \_\_\_\_\_

**Person Documenting Complaint:** \_\_\_\_\_

**COMPLAINT DETAILS:**

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**RESOLUTION DETAILS:**

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