

INTRODUCTION

It is the obligation of all Community Living Windsor (CLW) employees to be observant for indications of potential concerns with the services we provide. Employees should be proactive in assessing such situations and addressing any identifiable issues in a timely fashion. Furthermore, it is the employees' responsibility to set a receptive atmosphere in which any person (person receiving support, their family members or other representatives, or members of the general public) feels comfortable in bringing forward any concerns.

To promote quality improvement, Community Living Windsor will conduct a review and analysis of the complaints and feedback received annually to evaluate the effectiveness of its policies and procedures.

People supported, their family members or other representatives, or people from the general public, have the right to appeal without fear of recrimination any policy, procedure, decision or action by staff, management, or the Board of Directors which appears to violate the principles of rights or to which they otherwise object.

If it is a suspected allegation of abuse which may be criminal in nature, reporting to the police and the Ministry of Children, Community & Social Services will be as per procedures in the Prevention, Identification and Reporting of Abuse Policy.

The Executive Director may form a committee to investigate the complaint which could include a person who receives support from the agency.

During the investigation due consideration will be given to ensure that the investigation is free from conflict of interest of the parties responsible for the investigation.

Steps to file a Formal Complaint:

There are guided steps to follow when a person chooses to make a Formal Complaint. If during any Step of the process, the person making the complaint feels uncomfortable, or wishes not to disclose any information to the designated Management Personnel, they may file their complaint with a Management Personnel with whom they do feel comfortable.

Step 1: Whenever possible, the person making the complaint will try to resolve the issue with the employee(s) or person(s) involved. This will be documented and forwarded accordingly. The person making the complaint will be offered support to resolve the situation.

Step 2: If the process in Step 1 doesn't resolve the issue, the person making the complaint can forward their concern explaining the details of their situation. The details can be communicated in whatever manner works best for the person making the complaint: expressed orally in a face to face conversation; in writing; over the phone; by way of audiotape; or through email. The details of the concern will be documented on the CLW Formal Complaint Form and will be forwarded to the appropriate Management Personnel.

The Manager will contact the person that has made the complaint and attempt to resolve the complaint to the person's satisfaction. The Manager will contact everyone that is involved within the situation in order to address the situation appropriately.

The Manager will contact the person making the complaint and the employee(s) or person(s) involved within two (2) business days.

If the complaint is resolved at this level, the resolution will be documented and the person making the complaint will receive a written copy of the resolution.

Step 3: If the process in Step 2 doesn't resolve the issue, if applicable, the Manager will forward the documentation describing the complaint to the appropriate Director. The Director will contact the person making the complaint and everyone involved in order to resolve the situation.

If the Director is unable to resolve the situation, or if it is not applicable to forward the concern to the Director, the documentation detailing the complaint will be forwarded to the Operations Director, and if need be, the Executive Director.

The Operations Director, or if need be, the Executive Director, will contact the person making the complaint and the employee(s) or person(s) involved, and attempt to resolve the complaint to the person's satisfaction.

The Director, or the Operations Director, or the Executive Director will contact the person making the complaint and the employee(s) or person(s) involved within two (2) business days.

If the complaint is resolved at this level, the resolution will be documented and the person making the complaint will received a written copy of the resolution.

Step 4: If the process in Step 3 doesn't resolve the issue, a review of all of the documentation and a binding decision will then be made. The documentation detailing the complaint will be forwarded to the President, Board of Directors or Designate, who will make their recommendations and final decision.

The President, Board of Directors or Designate and the Executive Director will meet with the person making the complaint and employee(s) or person(s) involved (as required) before making a decision.

The person making the complaint will be given a copy of the document detailing the concern and attempts of resolution. The President, Board of Directors, or Designate will meet with the person making the complaint to review the final decision and explain the recommendations within thirty (30) days from the date of initial contact with the Board.

Step 5: If Community Living Windsor is still unable to resolve the concern, the person making the complaint can address their concerns with the Ministry of Children, Community and Social Services. They can be reached as follows:

Ministry of Children, Community & Social Services
Windsor-Essex
PO Box 1810, Station A
270 Erie Street East
Windsor ON N9A 7E3

Tel: (519) 254-1651
Toll Free: 1-800-387-7327
TDD/TTY: (519) 254-4850
Fax: (519) 255-7976

<http://www.mcsc.gov.on.ca/mcsc/>