

**POLICY:** Response to Complaints/Concerns **PAGE:** 1 of 3

**SECTION:** Children's Services Licensed Under  
CYFSA, Human Resources, Services **BOARD APPROVED REVISION DATE:**  
MARCH 23, 2006  
DECEMBER 18, 2008  
MAY 15, 2013

**INITIAL IMPLEMENTATION DATE:** March 1, 1993

**LAST REVIEW:** Sept. 25, 2018

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**PURPOSE:**

Community Living London (CLL) is committed to conducting its operations in a manner consistent with the organization's vision, mission, principles, beliefs and goals. Subsequently, CLL is committed to resolving any issue, concern or complaint in a professional, objective and timely manner.

CLL makes every effort to inform all stakeholders of the process to file a complaint/concern. Information is available on the agency's website. All CLL employees/people supported and/or their family review this policy annually and it is provided to every person entering service/employment.

**POLICY:**

Any citizen can raise a concern, bring an issue forward or make a complaint to CLL. A citizen could be a member of the community, person supported, CLL employee, parent, family member, friend, neighbour, member of CLL and so on. The issue, concern or complaint could be about the organization, operations, service quality or employees.

While it is preferable that a complaint/concern is made to management staff, any CLL employee can be the initial point of contact.

A formal, written complaint/concern is not required to initiate the review process, but written documentation may be required at some point in time.

Any employee to whom a complaint/concern, is raised, will conduct themselves in a manner that is professional, courteous and impartial.

Employees who express a complaint/concern in accordance with this policy may do so without fear of retaliation or reprisal. Management is responsible for investigating and responding to employees in a timely manner regarding the complaint/concern raised. Employees who believe they have a legitimate complaint/concern are encouraged to use this process.

This policy must be directed to the attention of each person supported, family members or advocates. CLL employees will be made aware of this policy.

Any complaint/concern, that relates to service provision to people supported, which can be immediately resolved, is to be acted upon by the employee to whom the information or matter is provided.

**PROCEDURE:**

**If initial contact is made to non-management staff**

If an employee, who is not a member of the organization's management staff, is provided with information regarding a concern, issue or complaint that involves the operations, quality of service, policies and procedures, or employees, the following procedures must be followed:

- The citizen providing the information must be directed to contact management staff. This is a supervisor, or a manager.

The citizen providing the information is given the telephone number, address and the operation hours of CLL's main office. In addition, the community member is given the name of the employee to whom the initial contact is made.

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- The employee documents the concern, issue or complaint on a "Complaint/Concern Report Form". This report includes the contact date, and as appropriate, the time, place and names of any people involved. If possible, the name and telephone number of the community member providing the information is recorded. The report is then forwarded to the appropriate management staff (supervisor, manager or on-call supervisor) within 24 hours in accordance with CLL's policies and procedures.

In the event a non-management staff has not been the initial point of contact, once reported to management it is expected that contact with the complainant will be completed within 2 business days.

#### **If initial contact is made to management staff**

If the initial complaint/concern is made to a member of CLL's management team, they will ensure it is reported to the Quality Assurance Manager and/or the appropriate management staff within 2 business days.

- A Complaint/Concern Report will be completed and recorded in AIMS.
- An employee to whom a complaint/concern is made, will refrain from discussing or debating the matter with the community member providing the information. Contact is directed towards gathering information and reaching an appropriate resolution.
- Employees will refrain from discussing the complaint/concern, unless; as part of a formal investigation (internal, external) or relaying the information to CLL designated persons.
- Once informed of a community complaint/concern, CLL's designated management staff makes contact within 2 business days with the person providing the information. This initial contact is to obtain all relevant information regarding the complaint/concern. Additional contact may be required.

During the initial contact a copy of the agency's Response to Complaints/Concerns policy will be provided to the person.

#### **Follow-Up**

In the event a complaint/concern requires intervention from the LPD, CAS or the Office of the Child Advocate, CLL will ensure completion of the external investigation prior to commencing their own internal investigation process.

Following an investigation by the LPD, the CAS or the Office of the Child Advocate, CLL's Executive Director may implement an internal review team to review the complaint/concern, from an organizational perspective within 5 business days.

If the nature of the a complaint/concern, issue or complaint does not warrant the involvement of the LPD, the CAS or the Office of the Child Advocate, the Executive Director or designate, within 5 business days, ensures that a review team is established to review the concern, issue or complaint. The Executive Director will ensure that the review will not be conducted by any person(s) who, by doing so, places themselves in a conflict of interest.

If the complaint/concern, involves a CLL employee, the Executive Director or designated person determines the immediate course of action regarding a possible suspension or a reassignment of duties and/or if the internal investigation process should be implemented.

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A review team will be established following the Internal Investigation Procedure.

The review team, in accordance with the Internal Investigation Procedure is not limited to but may perform the following tasks:

- Conducts interviews
- Collects and reviews documentation, review files
- Reviews policies and procedures
- Produces a final report for the Executive Director or designate

Following the completion of an internal investigation, findings and recommendations are shared with relevant parties.

All matters of a confidential nature are handled accordingly.

CLL ensures that community members providing information regarding a complaint/concern are given the appropriate names and contact telephone numbers of relevant government offices or officials as requested.

CLL documents all contact information and actions taken in relation to the complaint/concern brought to its attention by a community member. All documentation related to the complaint/concern, is the property of CLL.

The control and management of all documentation created by CLL, in relation to a complaint/concern, is dictated by all relevant legislation, laws, guidelines, policies, practices and procedures, and as directed by the Executive Director or designated person.

### **Follow-up**

- All complaints/concerns will be forwarded to the Manager, Quality Assurance who will review data on a quarterly basis.
- A summary of this analysis will be reviewed by the Quality Enhancement Committee and communicated as required.
- Decisions regarding organizational change or service delivery may be made as appropriate.

Please refer to:

- Plain language Complaint/Concern Form
- Complaint/Concern Report Form
- Complaint/Concern Checklist
- Serious Occurrence Policy
- Internal Investigation Procedure