


<b>NO. 10</b> Pg 1 of 4	<b>COMMUNITY LIVING TILLSONBURG OPERATIONAL POLICIES</b>	
<b>POLICY</b>	<b>CONCERNS AND FEEDBACK PROCESS</b>	CREATED: June 1992 REVIEWED: 2013, Jan 2014, Jan 2015. Mar 2016, Mar 2017, Jan 2018, Jan 2019 Jan 2020, Jan 2021, Jan 2022 REVISED: June 2009, June 2014, Jan 2018
<b>APPROVED BY: Chief Executive Officer</b>		

**POLICY**

Feedback, both positive and negative (including complaints) is an important part of providing quality services and improving supports. Community Living Tillsonburg takes all complaints seriously and will investigate and review all matters.

Community Living Tillsonburg will provide a process to elicit feedback and to resolve and respond to complaints regarding the agency and the services and supports it provides: from individuals with a developmental disability, persons acting on their behalf and the general public.

The complaints/feedback process will be readily available and easy to understand for those who wish to submit a complaint or provide feedback.

Community Living Tillsonburg will make every reasonable effort to address or resolve all matters to the mutual satisfaction of both the person who has made the complaint and the agency.

**PROCEDURE**

Reporting a Complaint:

- 1) This policy and accompanying procedures will be made available to everyone supported by Community Living Tillsonburg and their family/supporters at the time of admission;
- 2) This policy and accompanying procedures will be posted on the public website of Community Living Tillsonburg;
- 3) Community Living Tillsonburg will not investigate complaints that are determined to be frivolous or vexatious;
- 4) If the complaint is related to abuse or alleged abuse perpetrated by an employee or volunteer of Community Living Tillsonburg, the matter will immediately be referred to the police and Community Living Tillsonburg will not undergo an internal investigation.
- 5) The person with the complaint should attempt to address and resolve the issue(s) with the most immediate employee available;
- 6) If resolution cannot be achieved immediately or if the person with the complaint is intimidated in speaking with the most immediate employee, the person with the complaint will be given the name and contact information for the appropriate employee in the next (higher) job classification. At this stage, the complaint needs to be put in writing and delivered within seven (7) calendar days. If the person is not able to write, a transcriber will be offered to assist them.
- 7) The employee receiving this complaint is required to consult with the manager and review a plan to investigate, attempt to resolve and provide a response within (7) calendar days of receiving the complaint.

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- 8) This process will be repeated until the complaint has been resolved or until the matter has reached the Chief Executive Officer of the organization;
- 9) If at any time during this process there is a conflict of interest or perceived conflict of interest with the employee attempting to resolve the issue, an alternate employee (at the same or higher classification) will take the lead;
- 10) If resolution cannot be reached with the Chief Executive Officer, the President of the Board will receive the written complaint and respond within the timeline listed above;
- 11) The last level of appeal within Community Living Tillsonburg rests with the Board of Directors;
- 12) At all points in the process, the person has the right and will be informed of the right to third party advocacy;
- 13) In all steps of the complaint/feedback process, appropriate notice of meetings must be given and appropriate supports provided to the person to ensure the integrity of the process;
- 14) It is the responsibility of the Chief Executive Officer or designate to inform the Board of Directors of complaints that are progressing beyond the direct support Manager level and to complete the Serious Occurrence Process as appropriate;
- 15) Copies of the written complaint and the written response will be kept for period of (2) two years.

**FEEDBACK AND CONCERN FORM FOR COMMUNITY LIVING TILLSONBURG**

Name \_\_\_\_\_ Date \_\_\_\_\_  
Address \_\_\_\_\_ City \_\_\_\_\_  
Province \_\_\_\_\_ Postal Code \_\_\_\_\_  
Phone \_\_\_\_\_ Cell \_\_\_\_\_  
Email \_\_\_\_\_

Did you tell any employee of Community Living Tillsonburg of the concern?  
Yes \_\_\_\_\_ No \_\_\_\_\_  
If Yes, who? \_\_\_\_\_

Location of the Concern (i.e. building or Program)  
\_\_\_\_\_


Please describe your concern:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**OFFICE USE:**

Has the problem been resolved? YES \_\_\_\_\_ NO \_\_\_\_\_

If no, what is the plan to resolve it?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

How will the problem be avoided in the future?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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<b>POLICY</b>	<b>CONCERNS AND FEEDBACK PROCESS (PLAIN LANGUAGE)</b>	CREATED: Jan 24, 2018 REVIEWED: Jan 2019, Jan 2020, Jan 2021, Jan 2022 REVISED:
<b>APPROVED BY: Chief Executive Officer</b>		

An important part of providing quality services and improving supports is hearing from the people who use our services, families and supporters and from people in our community.

Sometimes people feel unhappy about our service and want to work together to make it better.

We will try to address or resolve all concerns to the mutual satisfaction of both the person who has made the complaint and the agency.

If the complaint is related to abuse or alleged abuse, Community Living Tillsonburg will immediately report the complaint to the police.

Community Living Tillsonburg takes all concerns seriously.

If you have a concern you can follow the steps below:

**Step 1**

Your concern should be given to the most immediate employee. You should try to resolve your concern with the person you are concerned with first.

**Step 2**

If you talk to the person and you are not able to come to a resolution. If you're intimidated in speaking with the most immediate employee you can talk to their manager. Your concern should be written down on our form.

You pick up a concern form to write it down from our office at the Livingston Center. If you need help to write it down you can ask a friend or we can find someone who can help you. If you need a different way to tell us about your concern, we will help you.

**Step 3**

The employee receiving this concern will talk with their manager and review the plan to investigate and attempt to resolve and provide a response within (7) days of receiving the complaint.

**Step 4**

If you are unhappy with the Manager's response, you can talk with the Director who will provide a response to you within 7 days after talking with you. At this step the CEO will make sure that the Board of Director's are aware of your concern.

**Step 5**

If you are unhappy with the Director's response you can talk with the Chief Executive Officer who will provide a response to you within 7 days of talking with you.

**Step 6**

If you are unhappy with the Chief Executive Officer's response, the President of the Board will receive the written concern. The last level of appeal within Community Living Tillsonburg is with the Board of Directors.

We will keep a copy of the written concern and the written responses for a period of two (2) years.