

## **SECTION III: SERVICE DELIVERY**

SUB-SECTION: **DOCUMENTATION AND REPORTING CLIENT INFORMATION**

POLICY TITLE: **Client and Public Complaints**

POLICY NUMBER: **III, 3.12**

INITIAL DATE OF EXECUTIVE DIRECTOR APPROVAL OF POLICY: **October 2000**

REVIEW/REVISION DATE(S): Feb. 2005 (re #); Nov. 5, 2009; June 26, 2010; **Feb. 21, 2014**

### **Purpose:**

To ensure that clients and members of the public are made aware of their right and have the opportunity to raise concerns, questions, ideas or complaints about the services provided by the Centre.

### **Policy:**

The Centre is committed to offering the best service possible to the community. All clients and members of the public shall be entitled to share any concerns, questions, ideas or complaints in an effort to create a responsive service. Clients shall be encouraged to provide feedback to the Centre, at any time, regarding the quality of service received and recommended improvements; encouraged to identify issues, disagreements and concerns as they emerge so that they can be resolved with staff; and provided with options to facilitate the resolution of concerns.

### **Procedure:**

1. When contracting for service with registered clients, the therapist will advise the client of his or her right to provide feedback to the Centre regarding service provision or to indicate his or her dissatisfaction with the service provided. This information will be provided verbally during the initial interview.
2. A pamphlet will be provided to registered clients at the initial interview that outlines the complaint process. This pamphlet may be made available to non-registered clients and members of the public at any time, as appropriate.
3. The therapist will assist clients who have difficulty understanding the process and the options for resolution of concerns.
4. Clients and members of the public are encouraged to discuss any issues, concerns, questions, ideas or complaints directly with their therapist or manager involved.
5. The appropriate director or executive director may be contacted if the manager is not available or the complainant decides to call directly or to submit his or her concern in writing. The appropriate manager will respond to the complainant within 7 days of receiving the complaint. A meeting will be held upon the request of any party.
6. Clients may express their issues, concerns, questions, ideas or complaints during any follow-up contact (e.g. while completing client satisfaction survey.)
7. Clients may submit ideas, issues, concerns etc. in writing and place the note in the Suggestion Box located in the reception areas at the Milner and Middlefield sites.
8. Clients may access the service resolution forum created by the Ministry of Children and Youth Services, Toronto Region.

9. The Child and Family Advocacy Office of the Ministry of Children and Youth Services may be contacted by clients or the Centre to help resolve any specific service issue.
10. Complaints of a serious nature will follow the *Serious Occurrence Reporting* policy and procedure if the complaint originates from a program funded by the Ministry of Children and Youth Services or in the Child Care Consultation Program.
11. Complaints of a serious nature that may put the Centre at risk will be reported by the executive director to the Board President within 24 hours and a decision will be made whether and when to inform the full Board.
12. Questions, concerns or complaints with respect to confidentiality or privacy issues may be directed to the Centre's Privacy Officer.
13. A file of formal complaints will be maintained by the respective directors. An annual report will be completed to identify issues and trends and make recommendations for changes and improvements as required. The report will be submitted to the Board.

#### **Additional Procedure for Children in the Residence**

The complaint procedure noted above will be followed with the following additions:

1. A children's booklet, *IF IT IS WRONG, RIGHT IT*, will be provided to each child at admission to the Residence and reviewed and discussed with the child by the child's primary therapist.
2. A review will be conducted in response to a complaint made by the child, the child's parent or another person representing the child.
3. If the result of the review is not deemed satisfactory to the complainant, he or she may request in writing that the Minister appoint a person not employed by the Centre to conduct a further review.
4. The person appointed will review the complaint in accordance with the regulations and may at his or her discretion hold a hearing within 30 days of the appointment.
5. Upon completion of the review, a report will be provided indicating the findings and recommendations, including the reasons for not holding a hearing, if none was held, and copies of the report will be provided to:
  - the person who made the complaint;
  - the Centre; and
  - the Minister
6. If the Minister decides to take action; the Minister will advise the person who made the complaint and the Centre of the decision. The Minister's decision will not affect any other remedy that may be available.