

# Policy:

## Complaints & Feedback Policy

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Policy Name: Complaints & Feedback Policy			Logo
Policy Manual Section	1	Date Created	April 7, 2021
Policy #	1.6	Date of last review	
SOP	1.6.a	Date of next review	

1. CLGS welcomes input from people supported and their family members/designates and the general public. This input includes sharing thoughts, ideas for improvement, and voicing concerns and is part of CLGS' commitment to organizational learning and on-going quality improvement.
2. CLGS desires to resolve all issues with the individual, family/designate or community member relating to the supports and services CLGS provides.
3. All persons supported and their family members/designates (as required), upon entering service, and annually thereafter, will be informed of the Concerns and Complaints policy and/or given the opportunity to discuss any concerns. Information must be shared in a manner which the person supported and/or their family/designate can understand and copies of the relevant handbooks are provided. See also— Orientation for New Persons and Their Family/Designate.
4. In keeping with CLGS' desire for open communication with people supported and their family members/designates or community member, people can share their feedback and concerns in a format that best meets their needs (e.g., verbally, phone, e-mail, in writing). Written feedback and concerns can be sent to [feedback@clgs.ca](mailto:feedback@clgs.ca) People can also call 705 671-7181 extension 414. See also—Accessibility & Customer Service.
5. There will be no negative repercussions on the person receiving service for sharing a concern, giving feedback, or lodging a complaint.
6. Persons supported and/or their family/designate shall be given formal opportunity to share their feedback and concerns as part of each annual Life Plan and Life Plan review.

7. A person supported has the option of choosing someone to advocate on their behalf through the concerns and complaints process (e.g., Adult Protective Services Worker, advocate, friend, etc.).
8. At each step, every effort will be made with the person sharing the concern or complaint to resolve the Issue.
9. Concerns, complaints and feedback may be provided by community members via email at [feedback@clgs.ca](mailto:feedback@clgs.ca) or by phone to 705 671-7181 extension 414. Concerns, complaints and feedback with regards to service provision brought forward by the individual supported and/or their representative should be submitted to the following persons, in order, to ensure the proper review of complaints brought forward:
  - i. Step 1: Direct Support Employee and/or Program Manager
  - ii. Step 2: Associate Director and/or Director of Community Services
  - iii. Step 3: Executive Director
  - iv. Step 4: Board of Directors
10. The desire is to resolve the concerns of people supported and/or their family/designate or community member at the initial or program level.

Scope:

- a. This policy applies to:
  - i. Matters brought forward by persons other than staff of CLGS.
- b. This policy does NOT apply to:
  - i. Complaints or grievances originated by employees or staff members of CLGS. These matters are dealt with under other policies, procedures and agreements.
  - ii. Feedback that is solicited by CLGS. In these instances, the feedback will be dealt with in accordance with the terms of the solicitation and not by this Policy.
  - iii. Relations between staff members or between staff and CLGS management, which issues are to be dealt with through the procedures set out in the Collective Agreement between CLGS and OPSEU.
  - iv. Issues between non-union staff and CLGS which issues are dealt with under the CLGS Personnel Policy for Non-Unionized Employees.