



MANUAL: Operational

POLICY: COMPLAINT PROCEDURES

GOVERNING BODY: *CCA LP ORG-RS-5.1, 5.2, 5.4*

Children's Residence Licensing Manual 1.2.2, 1.8, 3.4.3

Legislative Reference CFSA Section 109, R.R.O. 1990, Reg. 70, Section 73

APPROVED BY: Board of Directors

EFFECTIVE DATE: 2010

DATE OF REVIEW AND/OR UPDATE: October 2013, February 2018

POLICY

The client, a parent/guardian, or any other person representing a resident or a member of the public has a right to complain about their experience of any aspect of Sancta Maria House with which they are not satisfied. The complainant must have the opportunity to air general and specific complaints privately. The purpose of this policy is to provide the complainant with an opportunity to identify any such aspect. Every complaint will be viewed as an opportunity to do things better, a way to reduce the possibility of a potentially risky situation and a positive public relations event.

PROCEDURES

There are several opportunities to air complaints which include:

- Contacting the agency directly in person, by phone or in written format,
- House meetings,
- Staff meetings,
- Meetings with individual staff,
- Meetings with the Executive Director and/or Assistant Director, and/or Quinn House Coordinator
- Meetings with the Ministry of Children and Youth Services,
- Contacting the Ombudsman,
- Contacting Child welfare workers,
- Resident's lawyer,
- The Office of Child and Family Service Advocacy.

Complaints:

- The Complaint Procedures policy shall be provided to any person on request.

- A copy of the Complaint Procedures will be posted in the staff office and on the resident information board.
- The responsibility for handling any complaint about a staff performance issue rests with the Executive Director/Assistant Director.
- Where a complaint has legal implications, the Executive Director shall be informed immediately.
- The initial response to the person making the complaint needs to happen within 2 working days.
- Complaints will be resolved within 10 working days of receipt.
- Complainants will be given the names of the Provincial bodies dealing with professional care issues if they wish to make a formal complaint there.
- The staff person receiving the complaint talks to the person making the complaint to determine what their issue is and what they want done about it. In the course of this discussion they should try to inform the person making the complaint of the process within Sancta Maria House of making complaints. At the very least, they should offer the person an opportunity to speak with the Executive Director or delegate. Whether or not the person wants to pursue the matter any further, they should be informed that the issue will be brought to the attention of management.
- The staff person who received the complaint will then inform their supervisor.
- The staff person will complete “The Complaint Form” and submit it to the Executive Director or delegate.
- The Executive Director or delegate reviews the complaint and speaks with the staff person who received the complaint to clarify the situation as required.
- The Executive Director or delegate determines whether any follow up / further investigation is required. If follow up is required the Executive Director or delegate pursues further investigation with the person making the complaint and other parties as necessary.
- The Executive Director or delegate determines if the Board President needs to be notified and does so within 48 hours.
- When no further investigation is required of the Executive Director or delegate, she completes the “Complaint Follow Up” section of the form and the “Complaint Log Data” section of the form.
- The Executive Director notifies the Board of Directors of any themes or significant outcomes of complaints at monthly board meetings.
- The complaint will be resolved within 10 working days.

Serious Professional Issues:

If sufficient evidence exists to indicate possible professional misconduct, incompetence, or incapacity, the Executive Director will proceed as follows:

- Ask the staff member to prepare a written response to the particular incident;
- Inform the staff member of his or her right to legal advice;
- The Executive Director will notify the Board President of the incident within 48 hours;
- Following legal advice, the Executive Director and the Board will decide how to proceed with further investigation of the allegations.

- In the event the incident calls into question the ability of the staff person to function competently, the person may be suspended from work by the Executive Director or delegate. Depending on the circumstances this suspension may be with or without restrictions; leave of absence for therapy; provision of therapy while on the job; or termination.
- If the outcome is the termination of the staff member's employment, the Executive Director shall prepare a report.

Litigation and Insurance Coverage:

- When a client provides notice, oral or written, of an intention to commence a lawsuit against Sancta Maria House, the Executive Director shall be informed immediately.
- Upon receipt of the information, the Executive Director shall notify the Board President.
- Upon receipt of such information, the Executive Director as soon as possible is to provide written notice to the agency's insurer of the claim or possible claim.
- All staff members shall co-operate fully in providing statements and any other information to the agency's insurer, its adjusters and its lawyers in respect of a claim.