

Policy # 1004**FAVOURABLE AND CONSTRUCTIVE FEEDBACK
COMPLIMENTS, CONCERNS, AND COMPLAINTS****PREAMBLE**

BeConnected encourages all individuals receiving services, families, personnel, advocates, and community members (our stakeholders) to bring forward favourable feedback, concerns, or complaints they may have about the Agency. When concerns or complaints are brought forward, BeConnected is committed to resolving the matter in a timely and appropriate manner.

Interpersonal conflict between employees will follow *Policy 4021 Conflict Resolution*.

DEFINITIONS

Concern: Information which may become a complaint in the future if not addressed.

Complaint: Any verbal or written expression of dissatisfaction or discontent from a person served or stakeholder of BeConnected.

Complaint Resolution Officer (CRO): The Complaint Resolution Officer for BeConnected is the CEO or their designate. If the complaint is made against the CEO, the DPSQ will take on the role of CRO. The CRO investigates all complaints that cannot be addressed at the Coordinator level unless to do so would interfere with a concurrent investigation by the police, a regulatory body, or another authority. In such cases, the CRO will liaise with the investigators, as appropriate, to ensure an accurate and thorough conclusion to the investigation.

Compliments: Favourable feedback.

POLICY

BeConnected encourages all stakeholders to feel safe in reporting their compliments, concerns, and complaints. Bringing forward a concern or complaint will not result in retaliation, harassment or barriers to service.

Complainants are required to identify themselves when making a complaint. Anonymous complaints will not be investigated. Where possible and as appropriate, the Complaints Resolution Officer and/or designate will maintain confidentiality for both the complainant and persons named in the complaint.

Information from the complaint will be conveyed to the funder, regulatory bodies and/or legal/family representative where the complaint is serious and relates to the well-being of supported individuals.

Non-identifying information relating to the complaint may be used in reports for the purposes of improving the overall quality of service BeConnected provides.

The complaints procedure shall be communicated to stakeholders upon intake and on an on-going basis.

In addition to the procedures identified below, BeConnected regularly collects input from stakeholders in a way that is most understandable and meaningful to them. See policy 1024 *Outcomes Management* for more information on this process.

PROCEDURES

A. Compliments

Stakeholders are also encouraged to submit compliments to the DPSQ or social media (e.g. Facebook, Instagram, and Twitter).

B. Concerns:

1. BeConnected encourages stakeholders with emergent issues or concerns to seek an informal resolution with the BeConnected designates at the level where the concern first arises (e.g. Coordinators for concerns relating to programs).
2. Where this is not possible/plausible or where resolution has not been achieved, stakeholders are encouraged to pursue the matter with more senior designates (i.e. DPSQ). The concern is to be documented on a Problem Solving Form (M016) and forwarded to the DPSQ.

C. Complaints:

Complaints or ongoing issues may be expressed verbally or in writing. Stakeholders are encouraged to bring their complaints forward as soon as possible to ensure a timely response and resolution. Upon receiving a complaint:

1. **Verbal complaints** - personnel should begin the documentation by completing the upper portion of the *Complaint Form* (P017 or R063).
Written complaints – proceed to next step
2. Acknowledge the complaint, thank them for their information, and inform them that their concerns will be forwarded to the Coordinator who will contact them.
3. Place the completed complaint form in a sealed envelope and leave on Coordinator's desk. *If the complaint is regarding the Coordinator, the information will be forwarded straight to the DPSQ. The DPSQ will follow steps 3 and 4 below.*
4. The Coordinator will conduct an investigation and develop a solution within two (2) working days of receiving complaint.
5. The Coordinator will contact the complainant acknowledging receipt of complaint and present a proposed solution. If the proposed solution is acceptable/agreeable to both parties, the Coordinator is to indicate on the complaint form and forward the completed form to the DPSQ for review and filing.

6. If the complaint/grievance remains unresolved at the coordinator level further investigation and resolution is to be conducted by the CRO. Internal investigations will consist of obtaining information relating to the complaint and of finding an acceptable resolution. Where the CRO finds that BeConnected conducted itself inappropriately, they will issue an apology on behalf of the Agency and will outline the steps and changes that will be made to prevent incidents.
7. The CRO will document the resolution and communicate it to the complainant and any other related parties within ten (10) working days of the original complaint being brought forward
8. If the complaint/grievance cannot be resolved within the organization, the complainant will be referred to an external agency or advocate.

D. Appeals:

1. Complainants have thirty (30) days to appeal to the CRO.
2. The CRO must respond in writing within ten (10) working days of receiving the appeal.
3. The CRO's decision is final and will be documented. The decision will be communicated to all related stakeholders.
4. BeConnected will advise the complainant of their options in pursuing the complaint with external agencies or offices.

DOCUMENTATION

Concerns are to be documented on *form M016 Problem Solving*.

Complaints from families or other stakeholders are to be documented on *form P017 Complaints*.

Complaints from persons served are to be documented on *form R063 Resident Complaints*.

All documentation will be forwarded to the DPSQ and be maintained in a confidential complaints file which will include all relevant documents relating to a complaint.

The DPSQ will issue an annual report that summarizes and analyzes all complaints registered against BeConnected within the previous year including: trends; areas needing improvement; actions to be taken; and actions already taken.

<p>Cross Reference: 1024 Outcomes Management; 4021 Conflict Resolution; Resident and Family Handbook Reference(s): CARF Standard 1.K.3.-4.; Residential Care Regulations 48(1)(b)-(c); 60; 85(2)(d); 89(1); 92(6) Form(s): M016 Problem Solving; P017 Complaints; R028 Communication Form; R063 Resident Complaints;</p>
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