
Quality Assurance Measures

QA #6: Reporting Policies and Guidelines
Policy #: 6.1
Policy Name: Feedback, Complaints and Appeal Process
Date Approved: December 2015


Executive Director

SCOPE

All people who access supports from Community Living North Bay and their families, employees advocating on a person's behalf, community members and board members.

POLICY STATEMENT

Community Living North Bay encourages both negative and positive feedback and is committed to being responsive to complaints and concerns. By doing so, the organization not only provides an avenue for complaints and appeals but has the opportunity to reflect, learn and make revisions, to ensure that quality services are provided.

Community Living North Bay believes that all employees are responsible to assist anyone who would like to provide feedback, make a complaint or to appeal a decision. When an employee receives feedback or a complaint they are responsible to support the person with the complaint and follow the process regardless of the level of involvement with the person.

All people who access supports from the organization, persons acting on their behalf or community members may make a complaint or provide feedback directly to an employee or by calling the hotline telephone number at 476-3288 ext. 250, or in writing to: Community Living North Bay, Attn: Manager – Quality Assurance, 161 Main Street East, North Bay, Ontario, P1B 1A9 or email to info@communitylivingnorthbay.org.

“Complaints are quality control measures that provide an opportunity for improvement.”

REFERENCES

Legislation: Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008 Regulation 299/10
French Language Services Act (FLSA)

DEFINITIONS

Positive Feedback:

Positive feedback can be given in various forms. Someone could be praising the organization, offering suggestions or making recommendations. Examples could be someone complimenting the organization on their newsletter, suggesting new activities for the calendar of events, or recommending a change to a service.

Negative Feedback:

Negative feedback can also be given in various forms. Not to be confused with a formal complaint, negative feedback could be someone disagreeing with an article in the newsletter, someone indicating that they would like to see more activities for people, or someone not liking changes to a service but do not want to file a formal complaint.

Complaints/Appeals:

A complaint/appeal is a formal expression of dissatisfaction. A formal complaint is generally in regards to services including the right to receive services in French (French Language Services Act), supports or the treatment of people receiving supports, a witness to an incident or a rights issue.

Community Living North Bay is committed to responding to all positive and negative feedback as well as all complaints/appeals in a timely fashion.

Procedure for Positive/Negative Feedback:

When any employee receives positive or negative feedback, they must make a service activity entry in the AIMS database under the subject "feedback" outlining the information they received. The Quality Assurance Manager will run a monthly report to provide details of the positive and negative feedback to the Senior Team. This process will ensure that a complaint or feedback is:

- Reported to the police (e.g: as in the case of alleged, suspected or witnessed abuse that may constitute a criminal offence, as required by Ontario Regulation 299/10 regarding quality assurance measures made under the Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008); and/or
- Reported to the ministry as a Serious Occurrence Report through the ministry's serious occurrence reporting process (based on the nature of the complaint/feedback)

Conflicts of Interest:

If at any time there is a conflict of interest between the Community Living North Bay employees and or board member they will remove themselves from all stages of the dispute resolution process.

Procedure for Complaints:

Step 1:

Once a complaint has been brought forward, the complaint form must be entered in the AIMS database in the "Complaints/Allegations" module found in the menu on the home page by either the employee who received the complaint or their Manager. This will be completed within 24 hours of receiving the complaint. (*Appendix A - Directions for Using the Complaint Module in the AIMS Database*)

Step 2:

The Manager or Director will respond to the person submitting the complaint as soon as possible but no later than five business days.

Step 3:

The process towards resolution will begin and will be implemented by the Manager and will be monitored by the Director – Quality and Accountability. Community Living North Bay will strive to have a mutually agreed upon resolution within 30 business days of the original complaint and will ensure all people and their families are included in the process. Evidence from the appropriate Manager will be required to ensure the person is satisfied with the resolution to the complaint.

Step 4:

If the issue is not resolved within 30 days due to reasons such as availability of people attending a meeting or information is required from an outside source, the Director – Quality and Accountability will extend the timeframe and document the reason in the complaint form and review the situation with the Executive Director.

Step 5:

If the person remains dissatisfied with the resolution arrived at during the meeting, the complaint will be directed to the Executive Director. The Executive Director may request an external third party arbitrator to review the process. The person who filed the complaint will be notified by the Executive Director and given confirmation in writing as to who will complete the review and when they will be contacted.

Community Living North Bay will follow up to ensure resolution to the complaint/appeal occurs in a timely manner and to ensure people are satisfied with the resolution. Community Living North Bay will also monitor emails and calls from the Hotline and will direct those complaints or appeals to the appropriate Program Manager or appropriate designate and begin the process in the AIMS database.

The information collected will assist with the following:

- a) Recognition of Rights Restrictions
- b) Recognition of Fair Treatment Issues
- c) Recognition of Abuse, Neglect, Mistreatment and Exploitation
- d) Delivery of French Language Services Act
- e) Systemic Issues
- f) Trending
- g) Monitoring Reports
- h) Other Aggregate Data

In order to promote continuous quality improvement, Community Living North Bay will conduct an annual review and analysis of the complaints and feedback received to evaluate the effectiveness of our policies and procedures. The role and responsibilities of the board of directors will be to review this monitoring report and provide feedback to the Executive Director.

Complainants have the right to be free from retaliation or barriers to service and are assured that the act of complaining will not result in either. Complainants have the right to be free from any coercion, intimidation or bias, either before, during, or after the review. The organization bears the responsibility to ensure this.

Complainants have the right to have all complaints taken seriously and to have review and investigation of all such matters. It is the responsibility of the organization to ensure this.

Non-Compliance of the Policy

Any breach of this policy or the components contained herein will be treated as misconduct. Misconduct will be reviewed and may result in disciplinary action including dismissal from employment.

