



Abilities Centre STATEMENT of POLICY and PROCEDURE

Manual:	Human Resources	Number:	HR 5.02
Section:	Quality & Customer Service	Issued:	January 2017
Subject:	COMPLAINT RESOLUTION POLICY	Pages:	4
Issued to:	All Manual Holders	Replaces:	
Issued by:	Manager, Human Resources	SPP No.:	

1 POLICY

1.01 The Abilities Centre is committed to ensuring that people accessing programs and services and/or persons acting on their behalf have access to a formal system of feedback/complaint with respect to matters of the agency and its staff. Any person who disputes a decision or practice of Abilities Centre may formally complain to the organization and have that complaint heard in a timely manner.

The Abilities Centre takes seriously all complaints that are made in good faith and will review or investigate as necessary. Wherever possible, reasonable efforts shall be made to resolve the matter to the mutual satisfaction of the parties. In any case, a timely response will be provided to complaints made and to feedback provided.

The Abilities Centre shall document the complaints and feedback received over time (as well as responses to same) with a view to supporting our ongoing quality improvement efforts.

Staff and volunteers are required to advise management personnel whenever an instance of possible abuse is observed, disclosed, alleged or suspected. If management suspects that the incident might constitute a criminal offence it will report immediately to the police and will not initiate an internal investigation until the police have completed their own investigation. For programs funded by Ministry of Community and Social Services, management will also comply with the Ministry's serious occurrence reporting protocol and file a report within 24 hours of becoming aware of the incident.

2 PURPOSE

2.01 To ensure that the supports and services provided by Abilities Centre are responsive to people's needs and are engaged in a continuous process of quality improvement.



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3 SCOPE

3.01 This policy applies to people accessing programs and services or their family/guardian/advocate, members of the community, outside organizations and groups, employees, students, and volunteers.

4 DEFINITIONS

4.01 "Complaint" is an expression of dissatisfaction related to the services, supports actions, or lack of action by Abilities Centre as an organization or a staff member or volunteer acting on behalf of Abilities Centre. A complaint may be made formally or informally and expressed and received via phone, in-person, and/or written/email.

5 RESPONSIBILITY AND ROLES

5.01

- Throughout the complaint process, all parties have the right to a transparent, honest dialogue about the concern that has been brought forward. Both parties similarly maintain the responsibility to ensure that this is provided.
- It is in the best interest of all parties that complaints are dealt with promptly and resolved as quickly as possible.
- All parties responding to a complaint bear the responsibility to thoroughly investigate the concern brought forward and to attempt to ensure an outcome satisfactory to both the complainant and to the organization.
- Abilities Centre is responsible for providing to complainants clear and understandable reasons for decisions relating to the complaints.
- All parties are responsible for ensuring the complaints are dealt with in a fair, impartial, respectful and confidential manner.
- 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. However, the organization is not expected to resolve complaints that are determined to be frivolous or vexatious.



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6 PROCEDURE

6.01 All staff have an obligation to attentively receive complaints (via phone, e-mail/written, or in-person) or feedback and to immediately forward them to the manager and/or director responsible for the program or department most directly concerned. At the Abilities Centre, we promote the resolution of issues at the lowest level with the greatest satisfaction possible for program participants and members.

Step One: Person using service and/or family member, guardian or advocate acting on their behalf that have a concern/complaint/feedback will be encouraged to attempt resolution with the staff and/or Lead staff responsible for the program providing service.

Step Two: If resolution is not achieved in Step One, or if the person and/or family member, guardian or advocate prefers not to attempt resolution at Step One, the Manager for the program providing service will become involved to hear and respond to the concern/complaint/feedback. The Manager will communicate within 48 hours the steps being taken to resolve the situation via phone, email/written, and/or in-person.

Step Three: If there is no resolution at Step Two, the issue will be forwarded to the Executive Director or designate who will attempt to resolve the issue and respond in writing within 10 working days and will advise the Board as appropriate.

Step Four: If there is no resolution at Step Three, the complainant may choose to appeal to the Board. However, the Board will only review the complaint/feedback, and staff decisions made to date, with a view to determining if staff have violated policy or acted in a way that contradicts basic organizational principles and values.

- Within any of the above Steps, the person receiving the information will document the concern/ complaint, all actions taken including follow up with other parties. The outcome



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or resolution of the concern/complaint will also be documented including the date of resolution meeting or discussion with the person filing a concern / complaint.

- Information at all steps is retained in individual's file as applicable and on S-Drive with password protection.
- At each of these steps, Abilities Centre staff will undertake such consultations or investigations as are necessary in order to give the matter the informed consideration it deserves, and this review process shall be documented.
- If a staff member who would normally be involved in such a review has a conflict of interest (based, perhaps, in family relationships) he or she is obliged to declare the conflict and remove himself from the proceedings. Or if the complaint is against someone who would normally receive the complaint, the complainant has the right to submit the complaint to another manager, director, Executive Director, or the Board.