

COMPLAINTS POLICY

Board of Director Approval: January 24, 2012

Revised (Resolution Date):

Attachment(s):

POLICY

Community Support Centre of Essex County is committed to providing quality service in an efficient, accessible, safe and courteous manner. As our staff and volunteers are expected to meet the standards of service, we trust this policy will assist you.

If you have a complaint, where a person has been:

1. Deemed ineligible for service
2. Excluded from a particular community service

Or the person has a complaint about

3. The amount of service provided
4. Termination of a particular service
5. Quality of service provided
6. An alleged violation under the Bill of Rights

Community Support Centre staff or volunteers, we assure you that we shall

- Treat your complaint seriously;
- Look into it quickly and thoroughly;
- Discuss matter with complainant
- If things have gone wrong, we shall do our best to:
- Provide a mutual resolution;
- Make sure that the problem does not arise again.

The usual way of filing a complaint is to:

- a. Call the office at 519-728-1435, and speak to the Program Coordinator who manages your file. Inform the Program Coordinator of the concern and work together to seek a solution.

Page 2 of 2

- b. If the program Coordinator is unable to provide a satisfactory solution, contact the Executive Director by calling 519-728-1435 extension 201. The Executive Director must reply within two weeks of receipt of the complaint. The Executive Director will work to resolve the matter quickly and efficiently.
- c. If a satisfactory arrangement or response is not reached, then the client will be asked to write a letter addressing the Board of Directors. The letter will describe in detail exactly what happened, and how it happened, and details the reasons for the complaint. Where possible include copies (not originals) of any correspondence, or provide approximate dates of the incident(s), dates and details of phone calls made to the office and the names of the staff or volunteers concerned. The Board of Directors must respond formally to the concern within 60 days of initial receipt of the information. The client shall receive an official response in a form which is accessible. It is critical to ensure that the anonymity of the client in relation to the Board of Directors is preserved unless the client chooses to discuss the situation in person.
- d. Failing a satisfactory response, an appeal to the Local Health Integration Network may be made.