



**PROCEDURES: (continued)**  
**POLICY: Complaints/Feedback Process**  
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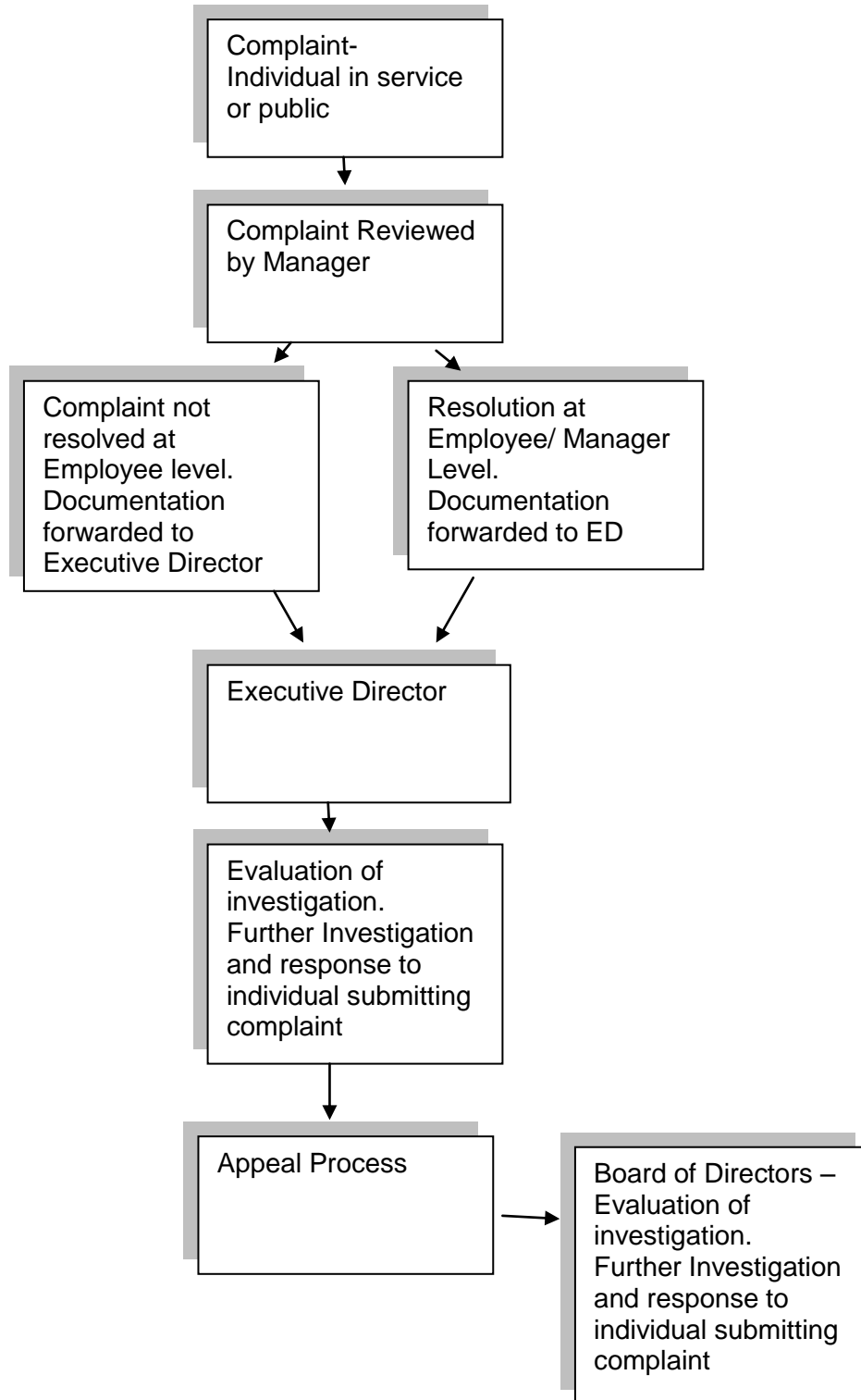
- ii. The appropriate employee shall meet with the person making the complaint (and a representative(s) of his/her choice if so desired) in an attempt to address the complaint to the satisfaction of the person supported. This meeting shall occur within seven business days of receipt of the complaint.
  - iii. If the complaint is resolved at this level, the appropriate employee shall document the resolution and shall send a copy to the person supported and to the Executive Director.
  - iv. If the issue is not resolved at this level, all documentation shall be forwarded to the Executive Director, who shall review the situation, and meet within seven business days with the person supported (and a representative(s) of his/her choice) and the appropriate employee.
  - v. If the issue is still not resolved, the Executive Director shall inform the President of the Board of the situation (maintaining appropriate confidentiality). The Board shall appoint an advisor or working group to work towards a resolution. The Board will appoint an employee who shall assist the person supported to seek outside assistance (mediator, Adult Protective Service Worker, etc.) to work toward a resolution of the issue.
  - vi. All documentation of the complaint/feedback process will be kept in the individual's file that made the complaint and kept on file at the Association main office.
5. During step (i. - vi) of the compliant process the Executive Director will review documentation and the investigation process to ensure it is free of any conflict of interest.
6. Roles and responsibilities of each person involved in receiving complaints/ feedback, documenting, investigation, resolving and providing notification or confirmation with the individual who submitted the compliant/feedback will be reviewed with the Manager of the service at step (i) of the compliant process.
7. The Executive Director, unless the complaint involves him/her, shall keep the Board apprised of the progress of their directives regarding the complaint process from step (v.) onward.
8. If the nature of the complaint involves the Executive Director the complaint will be forwarded to the Board President. The Board of Directors will respond within one month of the initial complaint.
  - i. The Board shall appoint an advisor or working group to review the specific complaint.
  - ii. The Board, at their discretion, will call in the individual to hear their complaint in person.
  - iii. The Board shall document their findings and respond to the individual in writing and/or in person within the months' timeframe of the initial complaint.

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Role of the Board of Directors

- iv. The Board shall have the authority to refer issue to proper authorities if deemed necessary and/or to resolve issues if it is within their policy framework.
  - v. It is the Board's responsibility to review all complaints in #4 (step iv-vi) and all steps in #8. The Board will review the evidence objectively and recommend mediation and/or arbitration, if appropriate, and respond back to the individual within the 30 day period.
9. The Manger of the service that supports the individual who has filed a complaint and/or the Executive Director will ensure the complaint/feedback process is free of any coercion or intimidation or bias, either before, during, or after the review process.
  10. All complaints/feedback shall be serious until evidence demonstrates that it may be frivolous or unsubstantiated. If the complaint is deemed frivolous, the association, its representative shall meet with the plaintiff to explain their findings.
  11. Based on the nature of the complaint/feedback brought forward the Association will follow the Ministry of Community and Social Services Serious Occurrence Reporting process where applicable.
  12. If the compliant submitted is one of abuse, the Association policy on Abuse/Neglect (**A4.01**) shall come into effect and the foregoing procedures shall be negated.

Complaint/ Feedback Process



Complaint Form

This form has been created for individuals who wish to file a complaint in regards to the support and services provided by Community Living Association-Lanark County.

Please fill out this form to the best of your abilities. Forms that contain vulgar language, threats, or are of a harassing nature, as defined by the Occupation Health and Safety Act, will not be accepted.

All information shall be handled in accordance with [Freedom of Information and Protection of Privacy Act](#).

**Personal information**

Name	
Current Date	
Address*	
Phone Number*	
Service Location	

*\*You are not required to fill out these sections. The information is collected only for follow up on complaints, and will not be used for any other purpose.*

**Complaint Information**

Please explain your complaint with as much detail as possible including specific dates, locations and individuals involved when possible.

Complaint Form

If you have a specific resolution you would like to have occur as a result of this complaint including increased services, apologies or additional actions, please provide the information below.

**Please note that by signing this document you are confirming that the information contained herein is true to the best of your knowledge.**

Name: \_\_\_\_\_

Signature: \_\_\_\_\_