

SUBJECT: 9.2 COMPLAINT AND FEEDBACK RESOLUTION	PAGE 1 OF 6
SECTION: PROBLEM RESOLUTION	EFFECTIVE DATE: JANUARY 2014 REVISION DATE: : AUGUST 2017

Policy

Sensity is committed to the highest possible standards of openness, honesty, participation and accountability. We strive to create and maintain a professional and courteous work environment for consumers and their family members.

Purpose

This policy has been established to provide consumers, families and external stakeholders with a clear procedure to follow when lodging a complaint. As well this policy provides a clear procedure to follow for the process of handling and resolving such complaints. We realize that concerns, complaints and disagreements will arise as we strive to work together. When an issue arises it is the goal of this organization that the people involved are able to resolve the concern/complaint in a timely and informal manner.

Scope

This policy applies to all Consumers, Parents and/or Caregivers, Volunteers, members of the community and/or any other stakeholders that come in contact with Sensity.

Definitions

Member – For the purposes of this policy this includes Consumers, Parents, Caregivers, Volunteers, Members of the Community and/or any additional Stakeholders but does not include Employees.

Preamble

Accountability

We believe that we are directly answerable to the consumers and families we both support and work with. We are also accountable to other parties, particularly those with whom we make agreements. All staff are required to take every reasonable step to ensure that actions follow agreed procedures and that the safety and well-being of the individual with whom they are working with is paramount.

Participation

We aim to work as closely as possible with all families and individuals we support to determine the type of service to be provided. Families are actively involved in the planning of individuals' services and we strive to ensure lines of communication remain open to ensure we meet the needs of everyone.

Raising Issues

While we aim to achieve high quality in services, you may find yourself needing to question or clarify why some action has been taken, or has not been taken, or you may feel worried, uncertain or uncomfortable about something. The purpose of this policy is to provide you with a process on how to get your questions answered.

Making a Complaint

Anyone with an interest in the activities of Sensity may make a formal complaint as outlined in the procedure below. Complaints are very serious matters. We aim to work together to avoid mistakes and to resolve any difficulties positively and effectively before this formal process is felt to be necessary. If you make a complaint, you must provide your name. Anonymous complaints will be considered in the same way as other complaints but are often limited in their effect as some information may inevitably be beyond checking.

Procedure

Employees have the right to be informed when a complaint involving them has been made, and the right and responsibility to be party to its resolution.

All individuals who are deafblind and/or their families/guardians will receive a copy of the Complaints Resolution Policy upon entering service with Sensity. In addition, a copy of the policy and its corresponding documents will be made available on the Sensity website.

There will be no negative repercussions to the services provided to the Individuals should a complaint be made.

Procedure 1 – Complaint by a Consumer, Family or Guardian of a Consumer

The following procedures are to be followed should there be a complaint about the service/non-services provided by Sensity:

Step 1: Discussion with the Person with Whom You Have a Concern

Start with the person with whom you have a concern, and attempt to resolve the problem. You may present your concern verbally or in writing. If required you encouraged to ask for assistance from a friend or advisor.

If you choose to present your concern in writing, the letter can be handed to the staff person or mailed to the address indicated.

Step 2: Discussion with the Intervenor Services Coordinator

This step should be taken when your efforts to resolve your difficulties have not proven successful or you are not comfortable taking this step. Should you wish to proceed to Step 2, please telephone, e-mail or write a letter to communicate with the Supervisor.

Within five working days of being made aware of your concern, the Supervisor will meet with you. Prior to this meeting, the Supervisor will have discussed the situation with the staff person and may decide to include the staff person at the meeting

The Supervisor will expect you to explain the problem as you see it and to suggest solutions to the problem from your point of view. Within five days of having met with the Supervisor, you can expect a response from the Supervisor which will either confirm an agreement established at the meeting, or if no agreement is reached, detail the Supervisor's decision regarding your concern.

Step 3: Discussion with the Manager of Intervenor Services

This step will be necessary if you are not satisfied with the results of your efforts at Step 2. Again, as in Step 2, we would ask you to communicate your concern by telephone or letter to the Manager. The Manager will arrange a meeting time for you within ten working days of having become aware of your concerns. The Manager will speak with the Supervisor prior to the meeting to determine the steps the Supervisor have taken in an effort to resolve your concern.

The goal of this meeting will be to look further for a solution to your concerns. Within ten working days subsequent to the meeting, you can expect to receive, in writing, a confirmation of any agreement arrived at in your meeting, or failing agreement, including the Manager's decision regarding your concern.

Step 4: Discussion with the Director of Services

This step will be necessary if you are not satisfied with the results of your efforts at Step 3. Again, as in Step 3, we would ask you to communicate your concern by telephone or letter to the Director. The Director will

arrange a meeting time for you within ten working days of having become aware of your concerns. The Director will speak with the Manager prior to the meeting to determine the steps the Manager have taken in an effort to resolve your concern.

The goal of this meeting will be to look further for a solution to your concerns. Within ten working days subsequent to the meeting, you can expect to receive, in writing, a confirmation of any agreement arrived at in your meeting, or failing agreement, including the Director's decision regarding your concern.

Step 5: Discussion with the Chief Executive Officer

This is the step you take if you remain dissatisfied with the decision of the Program or Department Director. At this step, you should direct your written complaint to the Chief Executive Officer outlining the steps taken to resolve your concern. Within twenty working days of receiving your letter, it will be arranged that a meeting or discussion with the Chief Executive Officer and any additional parties that may be required to come to a solution. You will be notified of the date, time and place of the meeting. The Chief Executive Officer will speak with the Director, Manager and/or the Supervisor prior to this meeting.

The goal of this meeting will be to look further for a solution to your concerns. Within twenty working days subsequent to the meeting, you can expect to receive in writing a confirmation of any agreement arrived at in you meeting or failing agreement, including the Chief Executive Officer's decision regarding your concern.

Step 6: Discussion with Sensity's Board of Directors

This step is to be taken if you remain dissatisfied with the resolution arrived at during your meeting with the Chief Executive Officer. At this step, you should direct your written complaint to:

Chair of the Board of Directors
Sensity
50 Main Street
Paris, ON N3L 2E2

The Board Committee will have been provided with a summary of all previous activity and efforts regarding your concerns. You will receive a letter from the Board Committee, outlining their recommendations and decisions with twenty working days of your meeting with them.

Step 7: Should you remain dissatisfied subsequent to your efforts within Sensity, your final option is to request that the Ministry of Community



Deafblind and Sensory
Support Network of Canada

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and Social Services reviews your complaint. They can be reached as follows:

Attention: Program Supervisor for Sensity
Ministry of Community and Social Services
Hamilton Niagara Region
119 King Street West
Hamilton, Ontario L8P 4Y7

Procedure 2 – Complaint Procedures to be followed by Other Members of the Community

Should you have concerns about the way Sensity is functioning, it is important that you share those concerns with us. We need to know them so that we can make every effort to resolve them.

Step 1: Discussion with the Chief Executive Officer. You can contact the Chief Executive Officer by telephone or in person.

The Chief Executive Officer will make every effort to work with you in an attempt to resolve your concern. Should you request written confirmation of the results of your meeting with the Chief Executive Officer, you can expect to receive a response within fifteen working days.

Step 2: Discussion with Sensity’s Board of Directors
Should you be dissatisfied with the result of the problem resolution efforts of the Chief Executive Officer, you may provide your concerns to:

Chair of the Board of Directors
Sensity
50 Main Street
Paris, ON N3L 2E2

A member of the Board will contact you to set up a meeting with you within twenty working days of having received your concern. You may request their decision, in writing, which will be forthcoming within ten working days.

Step 3: Should you remain dissatisfied subsequent to your efforts within Sensity you may direct your complaint to the office of the Ministry of Children, Community and Social Services. The MCCSS can be reached as follows:

Attention: Program Supervisor for Sensity
Ministry of Community and Social Services



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Additional Information

Complaints arise from matters to do with the equality of service provided to people and to the activities of the organization. Matters relating to conditions of work and work relationships are dealt with through the Dispute Resolution Policy.

Any complaint about the operational, physical or safety standards of the service that are considered serious by the service agency is to be reported to the Ministry of Children, Community and Social Services as outlined within Section 6, SERIOUS AND ENHANCED SERIOUS OCCURRENCE REPORTING GUIDELINES, Ministry of Children Community and Social Services, Ministry of Children and Youth Services March 2013.

All complaints that include concerns about the practice of an individual staff member will involve the disciplinary procedures. If, after investigation, the staff member is exonerated, no further action will be taken. If the complaint is found to be justified the disciplinary action will follow the disciplinary processes. Copies of the disciplinary action will be kept confidential, and a copy will be placed in the employee's personnel file.

Sensity will keep record of all formal complaints through the use of the Member Complaint Review Form. The record will show the outcome of the situation, including any changes to policies, practices and/or training; and will note if disciplinary action was taken but will not include the detail of that action.

Communication

All employees will receive training on this policy within one month of hire.

Evaluation

This policy will be reviewed annually or as needed to ensure it meets the needs of the both the organization and its members.