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ISSUED BY:	Chief Executive Officer	PAGE:	1 of 4
DATE OF ISSUE:	January 2019	REVISION DATE:	July 2022, November 2024

COMPLAINT AND FEEDBACK RESOLUTION

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 individuals supported and their family members.

Purpose

This policy has been established to provide individuals supported, families and external stakeholders with a clear procedure to follow when lodging a complaint. This policy provides a clear procedure to follow for the process of handling and resolving such complaints. We realize that concerns, complaints, criticisms, suggestions for improvement and disagreements will arise as we strive to work together.

Scope

This policy applies to all Individuals Supported, Family Members and/or Caregivers, Volunteers, members of the community, including French language users, and/or any other stakeholders that come into contact with Sensity.

Definitions

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

Preamble

Accountability

We believe that we are directly accountable to the individuals in our care and families we both support and work with. We are also accountable to other

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parties, particularly those with whom we make agreements. All employees 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

Sensity will maintain confidentiality about identifying personal information about the complaint to the extent possible, while adhering with legislative and criminal reporting requirements. 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 and Feedback 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. Sensity will ensure

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that support is provided to people in lodging a complaint, using alternate forms of communication as required.

There will be no negative repercussions to the services provided to the Individuals supported should a complaint be made. Individuals who have complaints or concerns are encouraged to use these procedures without fear of retaliation or reprisal. Sensity does not penalize or recriminate against those who offer service complaints or feedback.

Informal Problem Resolution

When an issue arises, the organization encourages those involved to resolve the concern or complaint promptly and informally whenever possible.

Formal Complaint Process

1. Complaints from Community Members

If you have concerns about Sensity's operations or French language services:

Step 1: Contact the CEO

You may reach the CEO by phone 519-442-0463 Ext 124, by email cproll@sensity.ca or in person. If you request written confirmation, expect a response within **fifteen working days**.

Step 2: Contact the Board of Directors

If dissatisfied with the CEO's resolution, email your concern to:

Board of Directors: Chair

Email: boardchair@sensity.ca

A Board member will arrange a meeting within **twenty working days** and provide a written decision within **ten working days** after the meeting.

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.

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Any complaint that is considered serious by the service agency is to be reported to the Ministry of Children, Community and Social Services (MCCSS) as outlined in MCCSS Serious Occurrence Reporting Guidelines.

Sensity will promptly ensure that any complaint brought to its attention that meets the criteria outlined in the 11.2 Abuse Prevention, Identification & Reporting Policy will follow the process identified in the policy and will ensure that the matter is reported to the police, where the complaint relates to an alleged, suspected or witnessed abuse situation that may constitute a criminal offence.

All complaints that include concerns about the practice of an individual employee may involve applicable disciplinary procedures. If, after investigation, the employee 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 maintain records 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.

Training

All employees will receive training on this policy during orientation.

Monitoring & Evaluation

All formal complaints and actions taken to resolve a complaint will be reviewed with and reported to the CEO for evaluation and ongoing quality assurance.

Forms

- Complaint Letter Form <https://sensity.ca/wp-content/uploads/2025/04/9.2A-Complaint-Letter-Fillable-Form-April-2025.pdf>