

<h1 style="margin: 0;">CREST SUPPORT SERVICES</h1> <h2 style="margin: 0;">POLICY AND PROCEDURE</h2>			
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<b>Subject</b>	<b>COMPLAINTS</b>	<b>Policy No.</b>	<b>III - 20</b>
<b>Section</b>	<b>SERVICES</b>	<b>Date Issued:</b>	<b>JUNE 2009</b> (rev Jun 2010)
<b>Issued by:</b>	<b>EXECUTIVE DIRECTOR</b>	<b>Reviewed:</b>	<b>May 2019</b> <b>Jan 2023</b>

**POLICY:**

Crest Support Services is committed to conducting its operations in a manner consistent with the vision, mission, principles, beliefs, and goals as outlined in the strategic plan. Crest Support Services is therefore committed to resolving any issue, concern, or complaint in a professional, objective, and timely manner.

**PURPOSE:**

To develop and maintain good community relations.

**PROCEDURE:**

Any member of the community (citizen, supported individual, parent, family member, friend, neighbour, member, official, etc.) can raise a concern, bring forward an issue, or make a complaint about the organization, its operations or its employees.

While it is preferable that a complaint is made to management staff, any employee of Crest Support Services can be the initial point of contact.

A formal, written complaint is not required to initiate the review process. However, as appropriate, written documentation may be required.

Any employee, to whom a concern, issue or complaint is brought, will act in a professional, courteous, and impartial manner, in receiving the information, or addressing the matter.

Each individual supported, his or her family, or advocate as appropriate, and members of Crest Support Services will be made aware of this policy.

Any concern, issue, or complaint that can be resolved immediately, will be acted upon by the employee to whom the information is provided.

If a concern, issue or complaint involves the operations, quality of service, policies and procedures, or an employee(s) of Crest Support Services, and the employee to whom the information is provided is not a member of the organization’s management team:

- The employee will document the concern, issue or complaint and will include the date of the contact, and as appropriate, the date, time, place and names of any individual(s) involved. If possible, the name and telephone number of the complainant(s) will be recorded.
- If warranted, the employee will contact his/her manager as soon as possible.
- If the manager is unavailable, the On-Call manager will be contacted and advised of the situation.

If the initial complaint is made to a member of the organization's management team, or if the manager, or the On-Call person has been contacted, he/she will determine the seriousness of the information, and ensure that the appropriate management personnel is notified within 24 hours.

It is of utmost importance, that the compliant review process be kept free of any coercion or intimidation or bias, either before, during, or after the review.

Consideration shall be given to any conflict of interest that exists or may arise between the complainant and those who may be involved in managing and/or resolving the complaint. If the conflict of interest has been identified, the identified person will be removed from the review process.

Any employee, to whom a concern, issue, or complaint is made, will refrain from debating the merits of the complaint and focus on information gathering for the purpose of resolution.

On being informed of a concern, issue or complaint that has not been resolved, the agency's designated person(s) will arrange a meeting with the complainant(s) if warranted within 5 business days. The initial meeting will be to obtain all relevant information regarding the concern, issue or complaint. Based on the information provided at the initial meeting, and the nature of the concern, issue or complaint, appropriate follow-up will occur. At the initial meeting, the agency's complaint procedure may be discussed and a copy provided, if required. Additional meetings may be scheduled if further information is required. A response shall be provided to the complainant regarding the agreed upon resolution within 7 business days of the final meeting.

All written and verbal complaints will be responded to by the Manager, in writing within 7 business days of the final meeting. If the resolution is not satisfactory to the complainant, the complaint and response may be submitted in writing, to the Executive Director within 7 business days of receiving the Managers' response. The Executive Director may schedule a meeting with the complainant and will provide a written response within 7 to 10 business days of a meeting or the day the complaint and response were received. The Executive Director is responsible for informing the Board of Directors of any high risk complaints.

### **SERIOUS OCCURRENCE:**

If the concern, issue, or complaint falls under the definition of a serious occurrence, employees will adhere to the "Serious Occurrence" policy. (Crest Community Living)

The Executive Director or the designated person will implement the following, if warranted:

- a) A Serious Occurrence Report will be submitted to the Ministry of Community and Social Services (MCSS), in accordance with the Serious Occurrence Reporting guidelines of the MCSS, and the Policies and Procedures of Crest Support Services. The Chair of the Board of Directors of Crest Support Services will be notified.
- b) As appropriate, the relevant police service, public guardian trustee services will be contacted.
- c) If the concern, issue or complaint involves an individual to whom support is provided, the appropriate family member(s), advocate(s), or identified others will be notified as soon as possible.
- d) Crest Support Services will cooperate with the relevant police services in any investigation conducted.
- e) Crest Support Services will designate an employee to act as the liaison with the relevant police services.

The conclusions and recommendations of any investigation conducted by the relevant police services will be communicated to the appropriate individuals in accordance with all relevant legislation, laws, regulations, policies, practices and procedures.

Any feedback on the complaint policy and process is to be submitted in writing to the Executive Director. Feedback from supported individuals about the complaint process is formally requested twice yearly on the Experience Survey and the results are reviewed annually by the Executive Director and the Board of Directors.

### **REVIEW PROCESS:**

Following the investigation by the relevant police services, the Executive Director may implement an internal team to review the concern, issue or complaint from an organization perspective.

If the nature of the concern, issue or complaint does not warrant the involvement of the local police services the Executive Director may establish a process to review the concern, issue or complaint.

If the concern, issue or complaint is about an employee, the Executive Director, or his/her designate will determine the immediate course of action. The Chair of the Board of Directors will be informed, and the funding organization as appropriate.

The review may include employees of Crest Support Services, people accessing services as well as members of the community.

The Executive Director or designate will provide the Terms of Reference and establish a time frame for the completion of the review and submission of the report.