



		Policy Number 2:04
DEPARTMENT		Executive
SUBJECT		Complaint Policy - Clients
APPROVED BY (Signature)	PRESIDENT, BOARD OF DIRECTORS	<i>Bruce [Signature]</i>
APPROVED DATE		February 9, 2009
REVIEW DATE		

POLICY:

The Corporation is committed to providing a high standard of client service and to maintaining its reputation for honesty and integrity. Client satisfaction affects health outcomes and client complaints are an important source of service feedback and help to prevent similar situations from occurring. There is a realization that clients have a “right to complain” and need somewhere to go with their concerns.

Complaint resolution is important, and complaints shall be responded to promptly, accurately, and with the utmost courtesy. Everyone shall be treated fairly and without discrimination regardless of gender, race, colour, language, religion, political or other opinion, national or social origin, association with a national minority, property, birth, age, disability, sexuality or other status.

The Corporation shall not tolerate processes, attitudes or behaviour that amount to any form of discrimination, including harassment, victimization and bullying through prejudice, ignorance, thoughtlessness, stereotyping or any other reason. This commitment shall be demonstrated throughout the Corporation.

All participants in the complaint process shall be treated with dignity and respect. Complaints, whatever their nature, shall be taken seriously and dealt with promptly, effectively and sensitively.

In practice this means:

- there will be clear and effective ways of a client to raise any complaint without fear of recrimination or intimidation;
- where appropriate, clients shall be provided with accessible means with which to communicate their complaint;
- clients may be represented or accompanied by a representative;
- wherever appropriate, necessary steps will be taken to ensure the individual safety of the complainant;

- providing access to a consistent, fair, timely and professional complaint resolution system;
- complaints can be informally/formally investigated and/or mediation used to resolve them;
- all complaints and personal information collected will be treated as confidential; and
- there is a right of appeal.



		Policy Number 2:04
DEPARTMENT		Executive
SUBJECT		Complaint Procedure - Clients
APPROVED BY (Signature)	CHIEF EXECUTIVE OFFICER	<i>N. Carter</i>
APPROVED DATE		February 9, 2009
REVIEW DATE		

PROCEDURES:

If you have a complaint about the type, amount, delivery or quality of service, or service decisions, proceed as follows:

1. Notify a Client Service Supervisor
2. The Client Service Supervisor will provide a complaint registration number and attempt to resolve the complaint within 5 days
3. The initial resolution will be communicated back to the individual that filed the complaint
4. If you are unable to reach a resolution with the Client Service Supervisor, then
 - a. The Chief Executive Officer will be contacted
 - b. The Chief Executive Officer will attempt to resolve the complaint within 5 days
5. If you are unable to reach a resolution with the Chief Executive Officer, then you may contact the Client Appeal Board Committee for review.
6. The Appeal Board Committee will
 - a. require full documentation for the reason(s) for the appeal
 - b. arrange a date to hear the appeal
 - c. deliver its decision within 30 days of the appeal or an agreed upon date
7. If still unsatisfied with the decision of the Appeal Board Committee concerns may be addressed with the Central East Local Health Integration Network (CELHIN) or applicable agency. Phone 905-427-5497 or email centraleast@lhins.on.ca

A PERSON HAS THE RIGHT AT ANY TIME TO REQUEST AN ALTERNATE TO SPEAK TO IF THEY ARE NOT COMFORTABLE SPEAKING WITH THEIR SUPERVISOR OR MANAGEMENT REPRESENTATIVE.

Registration

1. The Personal Attendant Care Inc. Complaint Report form shall be used to register the complaint.
2. The complaint recorder must fill in or check off all applicable sections of the complaint form.
3. The recorder will then forward the complaint report form to the responsible Client Service Supervisor for investigating and addressing the complaint.
4. The registered complaints will be entered in the complaint database system by the Executive Assistant, who will then assign a number for each complaint report form registered and then record it on the complaint form in the designated box (top right corner of the front page of the Complaint Report Form).
5. The Executive Assistant will provide a copy of the completed complaint report to the Client Service Supervisor and the Human Resource Manager to be put on file. The original copy will be maintained in a binder by the Executive Assistant.
6. All registered complaints will be analyzed on a quarterly basis by the Executive Assistant, during the months of January, April, July and October. The summary report will be presented to the Chief Executive Officer, the Board of Directors, the Management Team and the Client Advisory Committee.

SUMMARY:

Step 1:

- Speak with the Client Service Supervisor – identify the complaint/concern
- Obtain complaint registration number
- Allow 5 business days for resolution

If not satisfied with the resolution

Step 2:

- Speak with the Chief Executive Officer
- Allow 5 business days for resolution

If not satisfied with resolution

Step 3:

- Contact the Appeal Board Committee in writing

Step 4:

- The Appeals Board shall meet to discuss the complaint/appeal. Response will be given by the Appeal Board Committee within 30 days or at an agreed upon date

If not satisfied with the decision of the Appeal Board Committee concerns may be addressed with the Central East Local Health Integration Network or applicable agency.