

<b>Ottawa Foyers Partage</b>		
Chapter <b>Residents and Clients</b>	Policy  <b>Complaints and Feedback</b>	<b>Page 1 of 5</b>
Policy Number <b>2.3</b>		Initial Effective Date
Effective Date <b>April 29 2013</b>		Revisions <b>April 2017</b>
Approved by <b>Board</b>	Signature  <b>Andre Rancourt</b>	

## **2.3 COMPLAINTS, CONCERNS AND FEEDBACK**

### **2.3.1 Policy**

It is the policy of Ottawa Foyers Partage (OFP) that all residents/participants have at all times, the right:

- a) To express concerns, complaints or feedback (verbally, in writing, through another party or in any other manner) about the services they receive from OFP, or any aspect of their treatment by OFP, without impediment, limitation or adverse consequences and that there is no conflict of interest with or between any of the parties concerned.
- b) To expect that the expression of concerns, complaints or feedback about OFP services or their personal treatment will be treated with respect and dignity and that any such concerns or complaints will be considered carefully and responded to in a timely manner.
- c) Expect that any person who submits a complaint or provides feedback will not be at risk of having his/her services and supports negatively impacted or withdrawn as a consequence of submitting the complaint, concerns or feedback.
- d) To be assured that the review process is free of coercion, intimidation or bias either before, during or after the review. Should an actual or perceived conflict of interest exist or arise at any time, the parties concerned will not be involved in the process of reviewing the concern, complaint or feedback.
- e) That if at any time, the client concern, complaint or feedback may constitute a criminal offence (i.e. alleged, suspected or witnessed abuse) it will be reported immediately to the police, Board of Director and MCSS following the procedure as outlined in policy Abuse.
- f) To know that all concerns, complaints and feedback will be taken very seriously and treated as the highest priority and will be dealt with as quickly as possible with times appropriate to each individual situation. Time frames will be established at the beginning of each step in the process and will be determined by the required investigation/follow-up.
- g) To be aware that OFP will conduct an annual review and analysis of all complaints, concerns and feedback received in order to evaluate the effectiveness of its policies and procedures and make any revisions as necessary. If requested by MCSS, OFP will share aggregate data as part of the Ministry's risk assessment.

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### **2.3.2 Purpose**

To provide guidelines regarding the handling of resident/participant concerns, complaints or feedback.

### **2.3.3 Scope**

Applies to all residents/participants receiving services, and all OFP employees, students and volunteers.

### **2.3.4 Procedure: General**

During the intake OFP will:

- Inform/review resident/participant/family members/Guardian of the Complaints and Feedback process
- Inform them that OFP takes all complaints and feedback seriously and it will not in any way have a negative impact on their supports and services

### **2.3.5 Procedure for Addressing Concerns, Complaints and Feedback**

If a concern, complaint or feedback is received from a resident/participant

**Residents/Participants or OFP can request a third party to be present for all meetings. If this is requested then Citizen Advocacy of Ottawa will be contacted to mediate.**

- a) The Program Supervisor shall meet with the resident/participant in order:
  - to clarify and document the complaint
  - to obtain suggestions to address or rectify the complaint, including: viable options
  - names of persons who may assist in the resolution of the situation
  - what they are willing to do in order to resolve the complaint
  - what the resident/participant considers to be an acceptable resolution
  - The Program Supervisor will ask the resident/participant to describe what he or she has done to address the complaint
  - Will inform the resident/participant what the expected timelines will be. The total time frame should not exceed two weeks, but will vary according to the nature of the complaint.
  - If the complaint is not resolved within two weeks, the Program Supervisor shall meet with the resident or client every two weeks thereafter until the matter is resolved.
  
- b) If a mutually agreeable solution is found that is within the authority of the Program Supervisor to implement, he or she shall proceed with its implementation and shall inform staff and volunteers of the implications of this solution.

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- c) If the solution is not within the authority of the Program Supervisor to implement or if a solution cannot be agreed upon, the Program Supervisor shall submit the complaint to the executive director who will come to a decision on the matter. If the Program Supervisor is not successful in arriving at an agreed-upon resolution to a complaint or if resolution of a complaint is not within the authority of the Program Supervisor to implement, the Program Supervisor shall refer the complaint to the executive director who will then assume responsibility for carrying out the steps identified for resolution of that complaint.
- d) The resident/participant shall be informed of any decisions and actions taken.
- e) Written copies of the complaint and the steps taken to address the complaint shall be kept in the resident's/participant's file.

If a concern, complaint or feedback is received from a person acting on behalf of a resident/participant:

**The resident/participant is encouraged to be present at all meetings to provide input**

- a) The Program Supervisor shall:
- arrange to meet with the person acting on behalf of a resident or client about the complaint in order to clarify the issues and to obtain suggestions from him or her on how the situation might be rectified.
  - The person acting on behalf resident/participant shall be told that the complaint will be dealt with within a reasonable time frame and will be informed of the expected time period for each step of the process.
  - Bi-weekly status reports will be made to a person acting on behalf of a resident or client, or to the client or resident.
  - If a mutually agreeable resolution is found that is within the authority of the Program Supervisor to implement, he or she shall proceed with its implementation and if necessary or appropriate he or she shall inform staff and volunteers of the implications of this solution.
  - If the solution is not within the authority of the Program Supervisor to implement or if a solution cannot be agreed upon, the Program Supervisor shall submit the complaint to the executive director who will assume responsibility for taking the necessary steps for resolution of the complaint.
    - Written copies of the complaint and the steps taken to address/resolve the complaint shall be kept in the resident/participant's file.

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If a concern, complaint or feedback is received from the general public:

- a) If a complaint is received from the general public regarding an OFP resident or client, the OFP staff person or volunteer or resident or client or board member who receives the complaint shall forward it to the Executive Director, who shall initiate a process to address the complaint.
- b) If OFP receives a complaint from the general public and the complaint does not involve an OFP resident or client, the OFP staff person, volunteer, resident, client or board member who receives the complaint shall forward it to the OFP Board of Directors for appropriate disposition, consistent with the OFP mission and mandate.

### **2.3.6 Procedure for Addressing Concerns, Complaints and Feedback**

If a concern, complaint or feedback is received from a resident/participant

#### **2.3.7 Communications about complaints**

The Executive Director shall be responsible for all OFP communications with the media concerning a complaint.

#### **2.3.8 Conflict of Interest**

The Executive Director shall ensure that modifications to the complaint process shall be made in the event of a conflict of interest between the person who makes the complaint or provides feedback and those who may be involved in the review, documentation, investigation, and resolution of the complaint.

### **2.3.9 Other Roles and Responsibilities in the Complaint Process**

#### **2.3.9.1 Executive Director**

The Executive Director shall prepare an annual report to the Board of Directors respecting complaints and feedback received during that year. The report shall identify the nature of any complaints, action taken to respond to those complaints and the status of complaints at year end.

#### **2.3.9.2 Board of Directors**

- 1) The Board of Directors shall annually review the feedback and complaints policies and procedures to identify what changes if any should be made.
- 2) Any complaint that involves a conflict of interest for the Executive Director

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shall be forwarded to the Executive Committee of the Board of Directors who shall assume all responsibilities for resolution of that complaint.

- 3) The Board of Directors shall ensure that the Risk Evaluation reports to MCSS include any information requested by the Ministry with respect to complaints and feedback.