



Policy Section:	Program Policy and Procedures
Policy Title:	Conflict Resolution & Complaints Procedure for Families
Effective Date:	May 1, 2014
Last Revised:	November 25, 2020

**POLICY STATEMENT:**

**Beth Tikvah Foundation of Hamilton** is committed to open, harmonious relationships with all families/advocate. **Beth Tikvah Foundation of Hamilton** is further committed to finding a resolution to any potential conflict. The agency provides a procedure for concerns to be brought forward to the appropriate party.

**PROCEDURES:**

1. Families/advocates will be informed of this procedure when their family member commences service with Beth Tikvah.
2. Should a family member/advocate have a concern about their family member's care, they will bring the matter to the staff member overseeing their support.
3. If the matter remains unresolved, then the family/advocate will contact the Supervisor responsible for their family member's home. The Supervisor will review the matter and render a decision. This will be forwarded to the family/advocate within 14 days of receiving the complaint.
4. If the matter still remains unresolved, then the family/advocate can request a meeting with the Director of Services or Executive Director. A summary of that meeting will be forwarded to the family within 14 days of the meeting.
5. Should the matter continue to not have resolution, 3<sup>rd</sup> party mediation will be offered.
6. Should mediation not lead to a satisfactory outcome, the matter will be brought to the Board of Directors. After a preliminary review of the matter, the Board will determine whether a decision by them will be rendered at this time or if a meeting will take place between the Board Executive, family and other relevant parties.

The conclusion of this inquiry will include a decision of the Board, which will be final. A written report will be sent to the family/advocate within 14 days of the decision being reached.

**The feedback/complaints process will be free of any conflict of interest, coercion, intimidation, or bias before, during or after the review.**

**Based on the nature of the complaint or feedback, it will be reported to the ministry as a serious occurrence through the ministry's serious occurrence reporting process.**