



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

**POLICY STATEMENT:**

It is the desire of **Beth Tikvah Foundation of Hamilton** to have harmonious relationships between people supported and staff. Beth Tikvah will act immediately if problems do occur. All people supported are encouraged to bring forward any complaints or recommendations, without fear of reprisal. Where reasonable and necessary, and in accordance with the Regulation on Quality Assurance Measures and Beth Tikvah's policies and procedures, Beth Tikvah shall investigate complaints/feedback it receives.

Beth Tikvah will ensure that each person's knowledge or their guardian's knowledge of the right to express concerns or complaints is reinforced in language the person can understand at the first Person Directed Planning meeting of care and at least annually thereafter. Beth Tikvah will ensure that a person supported who submits a complaint or provides feedback is not at risk of having their services and supports negatively impacted or withdrawn, as a consequence of submitting the complaint/feedback. Beth Tikvah will ensure this is communicated to the person in their annual meeting.

It is essential that person receiving developmental services has access to a wide range of opportunities to complain and seek justice when their rights have been violated. Access to internal and external people, organizations, and procedures to assist in a person's rights to complain will be ensured.

This policy will provide a mechanism for people and/or their guardians to bring forward a grievance/concern.

**PROCEDURES:**

1. Upon initiating service at Beth Tikvah, the process of expressing concerns or complaints will be fully explained to each person and/or his/her family member/advocate.
2. During this process, it is very important to determine the manner in which a person displays dissatisfaction if they are unable to voice concerns. Interviewing of parents, guardians and advocates will be essential in these cases to ensure that the staff working with the person are not misinterpreting their reactions.



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

3. People supported are given yearly surveys to express any concerns with their support. Any concerns that are expressed will be addressed and immediately reported to appropriate parties so that immediate follow-up will take place.
4. If a concern that is expressed is considered to be a serious occurrence, then the procedure for the reporting of a serious occurrence, **Reference: Policy 7.14**, must be followed and the appropriate persons notified.
5. Any person, and/or their family member/advocate, who feels they have just cause for complaint concerning the interpretation or application of Beth Tikvah policy, procedure or practice will be encouraged to do so in the following manner:

**Step 1** Informal Discussion: Bring any concerns to the attention of the immediate Supervisor. Where the Supervisor is the source of the problem the Director of Services or Executive Director is the alternate (to avoid conflict of interest). If the problem remains unresolved refer to Step 2.

**Step 2** The person is entitled to request a meeting with the Director of services or Executive Director to review the complaint/concern. This meeting shall take place within seven (7) working days of the request being made. Within five (5) working days of the meeting, the Executive Director will send a copy of the meeting record with concluding remarks to the individual(s). If the problem remains unresolved:

**Step 3** Within five (5) working days of receipt of the Executive Director's report, if the person is not satisfied with the outcome, the problem may be submitted in writing to the Chair of the Board of Directors.

**Step 4** A meeting will be arranged between the Chair of the Board, the Board officers, and the appropriate parties within fifteen (15) working days. The Chair and the Board officers will render a final decision and notify the person in writing within fifteen (15) working days.

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



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

**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. This may involve notifying the police in the case of alleged/suspected/witnessed abuse.**

## **STANDARD B.2 COMPLAINT RESOLUTION**

People supported are free to express dissatisfaction with the service being provided to them, and their concerns and complaints are addressed seriously without delay or reprisal.

### **Commentary**

It is important that people supported become comfortable in asserting themselves in constructive ways, including when expressing dissatisfaction. Providing an environment of care in which people supported are encouraged to express dissatisfaction in a constructive manner will reduce the likelihood of circumstances deteriorating to the point where a formal complaint is registered.

### **GENERAL PROVISIONS:**

- If any person feels their rights have been violated, they may file a complaint.
- The person, a parent, or someone acting on their behalf may file a complaint.
- Any person supported cannot be threatened or penalized in any way for filing a complaint.
- The service provider or facility must inform all people supported of their rights and how to use the complaint process.
- At the end of the complaint process or at any time during it the person supported may choose to take the matter to court.



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

## **GRIEVANCE RESOLUTION PROCESS:**

### **(Optional) Informal Discussion**

- Rather than file a formal complaint, a person may request an informal discussion of the complaint with the staff and/or Supervisor of the program with which there is a complaint. All people supported are encouraged to first talk with staff about any concerns they may have. However, this does not have to be done before filing a formal complaint with the service provider.

If the person has a complaint and feels that it cannot be solved at the program level, a Complaint Investigator will be appointed by Beth Tikvah to investigate and attempt to resolve complaints. Any person has the right to complain or bring a grievance in instances of negligence or mistreatment by employees of the Agency. Complaints may be made anonymously. The identity of the complainant will be kept confidential if anonymity is requested and it does not interfere with the investigation and resolution of the complaint.

### **Internal Complaint Resolution**

All people supported are encouraged to discuss minor concerns or immediately register remedial complaints directly with the Supervisor.

Complaints about a staff member or volunteer should be discussed with either the Supervisor, Director of Services or the Executive Director. These issues may be addressed orally or in writing. Any correspondences should be marked “Confidential” to ensure privacy for all parties concerned. Other serious complaints should be put in writing and directed to the Executive Director or the Chairperson, Board of Management, marked “Confidential”.