

Section: 02 ORGANIZATIONAL PLANNING AND PERFORMANCE	Date Issued: June 2017 Supersedes Policy: April 2016	Page: 1 of 4
Subject: 2.08 COMPLAINT PROCESS		

Purpose

Anago encourages individuals to come forward with information on illegal practices, professional misconduct/incompetence and violations of organizational policies, with the understanding that the Agency will not retaliate against and will protect the confidentiality of individuals who make good-faith reports except when required by law.

The complaint process at Anago is an important part of providing quality support that is responsive and meets the needs of individuals receiving services from Anago and the process also supports continuous quality improvement in service delivery. Information received through the complaint/feedback process can assist Anago to take steps to better support individuals.

For employee, volunteer, student complaints refer to Policy 4.23 Grievances. For complaints by individuals receiving services, refer to Policy 8.22 Complaints Process for Individuals Receiving Services. The Complaint Process is not for emergency situations. Refer to Policies 10.03 Serious Occurrences and 8.06 Abuse Prevention and Reporting.

Policy

Anago is committed to providing services that are transparent, accountable, and respectful of individual's dignity and rights and conducting its relations with families and members of the public with integrity, courtesy and professionalism.

Integral to this commitment is the availability of a formal process for individuals receiving services, their families, advocates, as well as, members of the general public to receive and address a complaint or other feedback regarding Anago's services.

Anago will ensure the Complaint Process is available, in plain language to individuals receiving services and to any individual who requests it, and will be posted on Anago's website (www.anago.on.ca). A formal written complaint is not required to initiate the complaint process, but written documentation will be required, as all complaints are documented and reviewed annually by the Board as one method to evaluate the effectiveness of Anago's services and operations.

Any complaint that has the potential to place Anago at risk shall be reported to the Board of Directors at the time of the complaint.

All complaint reports in the form of Serious Occurrences are reported to the Board in Annual Roll-ups.



Section: 02 ORGANIZATIONAL PLANNING AND PERFORMANCE	Date Issued: June 2017 Supersedes Policy: April 2016	Page: 2 of 4
Subject: 2.08 COMPLAINT PROCESS		

Definitions:

“Complaint” is an expression of dissatisfaction related to the services and/or supports provided by Anago. A complaint may be related to illegal practices, professional misconduct/ incompetence and violations of organizational policies. A complaint may be expressed by individuals receiving services, or an individual acting on their behalf or by the general public. A complaint may be made formally, such as a letter, or informally, such as a verbal complaint expressed to an employee. A complaint does not include feedback on matters unrelated to services and/or supports provided by Anago.

“Feedback” may be positive or negative and is related to the services and/or supports provided by Anago. Feedback may be solicited (such as comments collected through a satisfaction survey) or unsolicited and may be communicated formally or informally. Negative feedback shall be regarded as a complaint.

Procedure

When a concern or complaint arises, the goal is to have the individual(s) directly involved resolve the concern/complaint in a timely and prompt manner to the extent that the issue and circumstances permit.

Information on how to make a complaint:

Anago shall have information about the Complaint Process:

- available in plain language and posted at all sites;
- available in print; and
- available Online

All complaints will remain confidential to the parties involved and there shall be no reprisal towards the complainant. Anago welcomes feedback to ensure the supports provided to individuals effectively meet the needs of each individual.

Information about complaints/feedback and process shall be provided upon request by the Ministry or as per the Serious Occurrence Reporting Guidelines.

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. The following steps are designed to promote the resolution of a complaint and are to be taken when possible or appropriate:

Section: 02 ORGANIZATIONAL PLANNING AND PERFORMANCE	Date Issued: June 2017 Supersedes Policy: April 2016	Page: 3 of 4
Subject: 2.08 COMPLAINT PROCESS		

Step 1: Complaint/Feedback received

- a) Verbally by an Anago employee, board member, student or volunteer - The individual receiving the complaint/feedback is responsible for documenting the complaint on Complaint Form (GP 102), and informing their Director or designate.

Note: Complaints by individuals receiving services shall be managed in accordance with Policy 8.22 Complaints Process for Individuals Receiving Services, utilizing Individual Complaint/Resolution Form (BC 123)

- b) In writing - The individual receiving the complaint in writing (email, letter, etc.) is responsible to forward the complaint to the Director or designate upon receipt. The Director shall forward a copy of the complaint to the Executive Director or designate upon receipt.

Step 2: Acknowledgement

The individual making the complaint shall be contacted by an Anago Director or designate within three (3) business days and shall receive:

- An acknowledged receipt of the complaint, and
- The next steps and expected time frame to respond to the complaint/feedback.

Step 3: Response

Ongoing communication in person or over the phone will be maintained with the complainant, which shall be documented, in the event that the time required to provide a response exceeds fourteen (14) business days. All efforts shall be made to ensure a timely and effective resolution to the complaint. At this time, the complainant shall have the opportunity to schedule a meeting in person or over the phone to discuss the complaint and resolution.

A written response shall be provided to the complainant regarding the agreed upon resolution within seven (7) to ten (10) business days of the meeting.

Step 4(a): Resolution

The Executive Director or designate shall be advised of the complaint and forwarded a copy of the complaint at the time of receipt. The written response regarding the resolution shall be forwarded to the Executive Director within five (5) business days. The Executive Director is responsible for reporting to the Board of Directors any complaint that puts Anago at risk.

If the matter has not reached a resolution,

 **ANAGO POLICY AND PROCEDURE MANUAL**

Section: 02 ORGANIZATIONAL PLANNING AND PERFORMANCE	Date Issued: June 2017 Supersedes Policy: April 2016	Page: 4 of 4
Subject: 2.08 COMPLAINT PROCESS		

Step 4(b): Next Steps

If the issue is not satisfactorily resolved, upon written request, the complaint process will continue and the above timeframes, roles and responsibilities will be in effect. The following successive approaches are made by contacting the following:

- 1) Executive Director if the complainant is not satisfied with the response by the Director;
Board of Directors if the complainant is not satisfied with the response by the Executive Director;
- 2) Other Options where applicable: Lawyer, Probation Officer, Child and Family Advocate, Youth Justice Custody Review Board (custody youth only), Human Rights Commission, Provincial Ombudsperson
- 3) Program Supervisor,
 - o Ministry of Community and Social Services
 - o Ministry of Children and Youth Services

Reference: Policy and Procedure Manual 04 34, 08 01, 08 22, 10 03

Authorized by: 
Executive Director

Date: June 2017