**INTERNAL COMPLAINT PROCEDURE**

Every person receiving support through Community Living Chatham-Kent, or the person’s advocate has the right to make a complaint. You may ask for assistance in making a complaint and you may have an advocate or Adult Protective Service Worker (APSW) assist you. A complaint may be submitted in writing or made verbally to any agency employee. This information is available on the Agency’s Website, both in English and French language.

Any complaints shall be submitted using the Internal/External Complaint Form, also obtainable from the Website.

In order to ensure there is no conflict of interest, the person(s) named in the complaint shall not be a part of the investigation process. In the event that a conflict of interest is present between any of the parties, it must be disclosed. Any complaint/feedback shall not have a negative impact on the services or supports a person receives. Additionally, any complaint/feedback shall not result in repercussions or retaliation, before, during, or after the review of the complaint.

If you think that your rights have been violated you also have the ability to file a complaint with the Behaviour Support/Rights Review Committee (see Rights Procedures). Where necessary, Abuse Reporting Procedures and Serious Occurrence Procedures shall apply.

If you have a complaint related to the collection, use, disclosure, access or storage of your personal information, you have the ability to file a complaint with Community Living Chatham-Kent’s Privacy Officer.

For each complaint, consideration shall be given to a person receiving support being a part of the complaint and/or feedback process.

For children and youth, their parent(s) or another person representing the child or young person, acknowledgement of the receipt of the complaint is made within twenty-four (24) hours and it is determined if any actions can be taken to help the child or young person while the complaint is being investigated. This shall occur in all cases where the complainant is known. A complete record of the complaint shall be kept in the child or young person’s file.

For making an internal complaint:

1. Make the Direct Support Professional aware of your complaint and what you would like him/her to follow up with.
2. The Direct Support Professional must provide a verbal response within three days.
3. If you are not happy with what the Direct Support Professional says, you may then file your complaint with the Manager.
4. The Manager then has four days to investigate your complaint and provide an answer in writing. The Manager may consult with another person(s) who is receiving supports to gather information.
5. If you are not happy with the Manager’s answer, you may then lodge a written complaint to the Executive Director.
6. The Executive Director has five days to investigate and answer in writing.
7. If you are not happy with the Executive Director’s answer, then you may file a complaint in writing to the Executive Committee of the Board of Directors. The Committee has five days after its initial meeting to answer, in writing.
8. If your concern remains the same you then may have recourse to the Ministry of Children, Community and Social Services. You shall be given all of the contact information for the Ministry through the Executive Director.
9. Everyone involved in the complaint shall be updated upon request and at least every thirty (30) days until the complaint is resolved. Results of the investigation are provided to the complainant, in writing.
10. The Quality Assurance and Planning Manager shall review/summarize all complaints annually, and submit a summarized report to Senior Management and the Threat Assessment Team.
11. Ultimately, if you are still unhappy about the decision(s), you may wish to terminate your involvement with the organization.