**EXTERNAL COMPLAINT PROCEDURE**

Members of the general public have the right to make a complaint against or provide feedback to Community Living Chatham-Kent. A complaint may be submitted in writing or made verbally to any agency employee. They may do so through written or verbal communication to any agency representative. This information is available on the Agency’s Website, both in English and French language.

Any complaints will 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 will 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 will not result in repercussions or retaliation, before, during, or after the review of the complaint.

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.

Where necessary, Abuse Reporting Procedures and Serious Occurrence Procedures will apply.

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

For making an external complaint:

1. All complaints received from the general public by any agency representative must be reported to the Director.
2. The Director has four days to investigate the complaint and provide an answer in writing. The Director may consult with a person(s) who is receiving supports to gather information.
3. If the Director’s written response is not satisfactory, the member of the general public may forward the complaint to the Executive Director.
4. The Executive Director has five days to investigate and provide an answer in writing.
5. If the Executive Director’s written response is not satisfactory, the person may forward the complaint to the Executive Committee of the Board of Directors. The Committee has five days after its initial meeting to provide an answer in writing.
6. Should this written response be unsatisfactory, the complaint may be directed to the Ministry of Community and Social Services. The contact information for the Ministry will be supplied by the Executive Director.
7. The Quality Assurance and Planning Manager will review/summarize all complaints annually, and submit a summarized report to Senior Management and the Threat Assessment Team.