**POLICY**

1.01 Members of the general public have the right to make a complaint against or provide feedback to Community Living Chatham-Kent.

1.02 A complaint can be made to any CLC-K employee, verbally or in writing. Information regarding the complaint process is available on the agency website in both English and French.

1.03 In order to ensure the integrity of the complaint and resolution process, no person named in the complaint shall be a part of the investigation, and any conflict of interest between any of the parties shall be disclosed.

1.04 Any complaint made shall not have a negative impact on the person accessing services, and shall not result in repercussions or retaliation before, during or after the review and resolve of the complaint.

1.05 Every effort shall be made to maintain confidentiality of all parties, to the extent possible during the investigation and resolution process.

1.06 Where necessary, Abuse Reporting procedures and Serious Occurrence procedures shall apply.

**2 PURPOSE**

2.01 This policy outlines the process for making, investigating, and resolving external complaints.

**3 SCOPE**

3.01 This statement of policy and procedure applies to all employees, volunteers and students on placement.

**4 RESPONSIBILITY**

4.01 It is the responsibility of all agency employees, volunteers and students on placement to ensure this policy is adhered to.

**5 DEFINITIONS**

None

**6 REFERENCES AND RELATED STATEMENTS OF POLICY AND PROCEDURE**

6.01 Preventing and Managing Abuse of People Supported Policy and Procedure.

6.02 Serious Occurrence Reporting Policy and Procedure

**7 PROCEDURES**

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

7.02 All complaints received from the general public by any agency representative must be reported to the appropriate Director as soon as possible.

7.03 The Director shall have four (4) days to investigate the complaint before responding in writing. The Director may consult with agency employees and people accessing services to gather information.

7.04 If the Director’s written response is not satisfactory, the complainant may forward the complaint in writing to the Executive Director. The Executive Director shall have five (5) days to investigate and respond in writing.

7.05 If the Executive Director’s written response is not satisfactory, the complainant may forward the complaint in writing to the Executive Committee of the Board of Directors. The Committee shall have five (5) days after their initial meeting to respond in writing.

7.06 Should the written response of the Executive Committee be unsatisfactory, the complaint may be directed to the Ministry of Children, Community and Social Service (MCCSS). Contact for the appropriate MCCSS representative shall be provided by the Executive Director.

7.07 If a complaint is related to the collection, use, disclosure, access or storage of personal information, the complaint shall be filed in writing to CLC-K’s Privacy Officer.

7.07 All external complaints are reviewed and actions and resolve are discussed a minimum of two (2) times per year by the Violence Threat Assessment Team (VTAT), and noted in the minutes.

7.08 The Quality Assurance and Planning Manager shall review and summarize all complaints annually. A summary report shall be provided to the Senior Management Team and the Violence Threat Assessment Team (VTAT). The annual report will outline the source of the complaint, complaint details, and actions taken to resolve the complaint.

**8 ATTACHMENTS**

Internal/External Complaint Form – available in English and French