

<p><b>SECTION:</b>   <b>ORGANIZATIONAL</b></p>	<p><b>SUBJECT:</b>                  Complaints/Feedback Process for                  Individuals Supported by Brampton                  Caledon Community Living, Their                  Families and Members of the                  General Public</p>	<p><b>DATE: SEPT/04</b>   <b>REVISED: JUN/12</b>   <b>BOARD                  APPROVED:</b>                  Sept 4/2003</p>
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**POLICY**

Brampton Caledon Community Living is committed to providing services that are transparent, accountable, and respectful of people’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 people we support, their families, as well as members of the general public to receive and address a complaint or other feedback regarding Brampton Caledon Community Living’s services. We believe that such a process serves to promote organizational excellence and continuous improvement.

People with an intellectual disability are often vulnerable by virtue of their disability. Vulnerability is heightened when people lack the involvement of a family member in their lives. Brampton Caledon Community Living welcomes and encourages families and friends to be involved in the lives of the people we support. People we support can and may wish to recruit the support of a family member or friend to assist them in registering a complaint or providing feedback.

This policy will be made available to any person who requests it and will be posted on Brampton Caledon Community Living’s website, [www.bramptoncaledoncl.ca](http://www.bramptoncaledoncl.ca)

## ***Definitions***

“*Complaint*” is an expression of dissatisfaction related to the services and/or supports provided by Brampton Caledon Community Living. A complaint may be expressed by a person receiving services and supports, or a person 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 a staff person. A complaint does not include feedback on matters unrelated to services and/or supports provided by Brampton Caledon Community Living.

“*Feedback*” may be positive or negative and is related to the services and/or supports provided by Brampton Caledon Community Living. Feedback may be solicited (such as comments collected through a satisfaction survey) or unsolicited and may be communicated formally or informally.

## ***Purview***

This policy is separate and distinct from other means to register a complaint, either at the local level, or more broadly, such as the Human Rights Commission.

Should the nature of the complaint go beyond Brampton Caledon Community Living’s scope, mandate or expertise, the person and/or his or her family may be directed to more appropriate persons or jurisdictions.

Complaints determined to be vexatious or frivolous will not be addressed.

A complaint alleging behaviour of a criminal nature, for example alleged, suspected or witnessed abuse, will be reported to the police and to the Ministry as a serious occurrence.

## **PROCEDURES**

### ***Registration and Documentation of a Complaint/Feedback***

Persons wishing to register a complaint/feedback can do so verbally or in writing (by mail, e-mail, hand-delivered letter).

The BCCL staff person receiving a complaint/feedback is responsible for documenting the complaint/feedback on BCCL’s Docushare system and informing their immediate supervisor of the complaint/feedback.

The BCCL staff person receiving the complaint and his/her immediate supervisor will contact the person registering the complaint/feedback as soon as possible and no later than 24 hours after receiving the complaint/feedback to (1) acknowledge receipt of the complaint/feedback and (2) identify the next steps and expected time frame to respond to the complaint/feedback.

### ***Resolution of a Complaint/Feedback***

When possible or appropriate, the following steps are to be taken to resolve a complaint/feedback. These steps are designed to promote the resolution of a complaint with those most directly involved in the matter. Notwithstanding this, the nature of the complaint/feedback may warrant the need for the person wishing to register the complaint/feedback at any step of the process. Consideration also needs to 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/feedback.

#### ***Step 1: Raise your complaint/feedback with direct support staff.***

When possible or appropriate, an individual and/or their family, or member of the public is encouraged to raise their complaint with direct support staff.

#### ***Step 2: Raise your complaint/feedback with the immediate supervisor***

Should the complainant not be satisfied with the response from the direct support staff then the matter should be brought to the attention of the immediate supervisor of the direct support staff.

#### ***Step 3: Raise your complaint/feedback with the Director of the service***

Should the complainant not be satisfied with the response from the immediate supervisor then the matter should be brought to the attention of the Director of the service.

#### ***Step 4: Raise your complaint/feedback with the Executive Director***

Should the complainant not be satisfied with the response from the Director, then the complaint can be registered with the Executive Director.

Should the complainant not be satisfied with the response from the Executive Director and the complaint is a matter of organizational policy, rather than operations, then the Executive Director will forward the complaint to Executive Committee of the board of directors of Brampton Caledon Community Living for a response.

## ***Telephone Help Line***

Individuals supported by Brampton Caledon Community Living can follow the steps outlined in this policy or call Brampton Caledon Community Living's **Telephone Help Line 905.453.4255** to register a complaint.

Complaints received through the Telephone Help Line are forwarded directly to the Executive Director of Brampton Caledon Community Living.

## ***RESOLVING A COMPLAINT***

### *Listen*

Listen to the person presenting the complaint/feedback. Be attentive and interested. When people sense you care and are genuinely interested in understanding the problem, much of the issue is diffused.

### *Be Professional*

Retain your poise and control if the person is angry. Don't take it personally.

### *Be Human and Friendly*

Acknowledge, emphasize and relate to the concern. Bureaucracies and policies appear mechanical and impersonal. No one likes hearing what the rules are. They're looking for answers. Let people know you can relate to their concerns.

### *Think Before Answering*

Act, don't react. Calmness encourages calmness. A gentle, thoughtful answer is usually well received.

### *Respond to the Complaint*

Manage displeasure in a civil and constructive way. Failure to respond or a delayed answer makes the situation worse. Don't procrastinate.

### *Appropriately Apologize*

Let the person understand that you are genuinely sorry for their displeasure. While you may disagree about the facts and specific concerns, remember that people's concerns are important to them.

*Generate Resolution*

Produce options. Try to be fair. Ask the person how he/she would like to see the situation resolved. Accommodate as much as is feasible or practical.

*Thank the Person*

Express appreciation for the opportunity to redress an unpleasant situation or matter. A complaint/feedback is an opportunity for improvement.

I, \_\_\_\_\_ acknowledge I have read, understand and agree to follow the Complaints/Feedback Process for Individuals Supported by Brampton Caledon Community Living, their Families and Members of the General Public as outlined above.

\_\_\_\_\_  
Signature/ Employee

\_\_\_\_\_  
Signature/ Manager

\_\_\_\_\_  
Date

Brampton Caledon Community Living  
Complaints/Feedback Process for Individuals Supported by Brampton Caledon Community Living,  
Their Families and Members of the General Public Policy (QAM Policy)

PLAIN LANGUAGE VERSION

## **What to do if you want to complain about Brampton Caledon Community Living or how you are being supported.**

If you have a complaint about how you are being supported or a complaint about Brampton Caledon Community Living, you or someone you know, like a friend or someone from your family, can ask the staff person who supports you to help solve or fix the problem.

A complaint could be something you are not happy about. Maybe you do not like how you are being supported or treated or you want something changed.

If you do not want to talk to the person who is supporting you about your complaint you can talk to someone else from Brampton Caledon Community Living, like the person's supervisor or boss.

You can also call 905.453.4255 and leave a message with your name and phone number. Someone will call you back to talk to you.

You have a right to complain about Brampton Caledon Community Living if you don't like something we are doing. We want to make things good for you.

Remember: If someone is hurting you or touching you without your permission call the police. Call 911

\_\_\_\_\_  
Individual

\_\_\_\_\_  
Parent/Guardian/Family Member

\_\_\_\_\_  
Date