

COMPLAINT/FEEDBACK PROCESS

Brampton Caledon Community Living (BCCL) is committed to providing services that are transparent, accountable, and respectful of people's dignity and rights.

BCCL will address any complaint/feedback received regarding our services through a formal process which outlines the roles, responsibilities, expected timelines, and a fair process to resolve matters.

PROCEDURES:

A person wishing to bring forward complaint/feedback can email to info@bramptoncaledoncl.ca or by calling, 905-453-8841 extension 0.

When possible or appropriate, the following steps are to be taken to resolve the complaint/feedback. These steps are designed to promote the resolution of a complaint with those most directly involved in the matter.

Consideration 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. If at any time there is a conflict of interest, the person will remove themselves from all steps in the complaint/feedback resolution process.

Step 1:

The BCCL worker receiving the complaint/feedback, will make every reasonable effort to resolve the matter directly with the complainant as soon as possible and no later than 2 business days. If the complaint/feedback can not be resolved at this initial step, the matter will be escalated to Step 2.

Step 2:

The Manager or their designate will acknowledge receipt of the complaint/feedback within 1 business day and will work towards a solution as soon as possible and no later than 5 business days. If the complaint/feedback can not be resolved at this step, the matter will be escalated to Step 3.

Step 3:

The Director or their designate will acknowledge receipt of the complaint/feedback within 1 business day and will work towards a solution as soon as possible and no later than 10 business days. The Director will ensure all pertinent information is documented on the BCCL Complaint/Feedback form. If the complaint/feedback can not be resolved at this step, the matter will be escalated to Step 4.

Step 4:

The Executive Director or their designate will acknowledge receipt of the complaint/feedback within 1 business day and will work towards a solution as soon as possible and no later than 15 business days. If the complaint/feedback can not be resolved at this step, the matter will be escalated to Step 5.

Step 5:

The President of the Board of Directors or their designate will acknowledge receipt of the complaint/feedback within 1 business day and will work towards a solution as soon as possible and no later than 20 business days. If the complaint/feedback can not be resolved at this step, the matter will be escalated with the Ministry of Children, Community and Social Services.

Should the nature of the complaint/feedback go beyond BCCL's scope, mandate or expertise, the person and /or his or her family may be directed to more appropriate persons or jurisdictions.

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.

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

Brampton Caledon Community encourages both positive and negative feedback and is committed to being responsive to a complaint/feedback.