

## **COMPLAINT/FEEDBACK PROCESS**

Brampton Caledon Community Living (BCCL) is committed to providing services that are transparent, accountable, accessible, 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.

### **PROCEDURE:**

BCCL shall provide people with the opportunity to submit a complaint/feedback on the services it provides to people with a disability. Information about the complaint/ feedback process will be readily available and notice of the process will be made available at reception and on the BCCL website. The complaint/feedback can be made verbally in person: 34 Church Street West, Brampton, Ontario L6X 1H3, or by telephone 905 453 8841 Ext 0.

A person wishing to submit a written complaint/feedback can: deliver the handwritten or typed complaint/feedback to: 34 Church Street West, Brampton, Ontario L6X 1H3 or email [info@bramptoncaledoncl.ca](mailto:info@bramptoncaledoncl.ca) or fax 905 453 8853, or teletypewriter (TTY) 905 456 6911.

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/feedback 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 Chair 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.

BCCL encourages both positive and negative feedback and is committed to being responsive to complaint/feedback.

*BCCL promotes the principles of diversity and equity and adheres to the tenets of the Ontario Human Rights Code and Accessibility for Ontarians with Disabilities Act. Should any person require accommodation through the complaint/feedback process please contact or write to 34 Church Street Brampton, Ontario L6X 1H3 905-453-8841 ext. 0 or email [info@bramptoncaledoncl.ca](mailto:info@bramptoncaledoncl.ca) or fax 905 453 8853, or teletypewriter (TTY) 905 456 6911.*