

Community Living Georgina
Agency Complaint Resolution

Policy

Community Living Georgina provides a responsive formal mechanism for expressing and addressing concerns or complaints for people receiving support, family members/guardians, and community stakeholders.

Procedures

The complaint process is initiated when an individual or family is dissatisfied with a service provided by CLG or disagrees with a decision made by CLG staff member. Individuals make a complaint if they believe they have not been treated fairly or respectfully, or that their rights have been violated.

Throughout all the steps of resolution, the individual supported and/or the family member/guardian will be provided a copy of this information and supports needed.

It is the responsibility of staff to make every effort to ensure the people receiving support have an understanding of their right to identify concerns via education, information sharing and rights training.

All staff have received training on the organizations Customer Service Policy Statement and has signed off their acknowledgement of training and understanding.

Step 1 Persons in service and/or family member/guarding who have a concern/complaint are encouraged to attempt resolution with the staff and/or Supervisor responsible for the program providing services.

Step 2 If resolution is not achieved in Step One, or if the person and/or family member/guardian prefer not to attempt resolution at Step One, the Supervisor and/or Manager become involved to hear and respond to the complaint in writing within 10 working days.

Step 3 if there is no resolution in Step Two, then the Executive Director or designate attempts to resolve the issue and respond in writing within 10 working days and advises the Board as appropriate.

Step 4 The following office is available should the person and/or family member/guardian not be satisfied with the outcome at the agency level:

Ministry of Community and Social Services
Central East Region
17310 Yonge Street, Unit 1
Newmarket, Ontario
L3Y 7R8
905 868-8900
1-877-669-6658

For external complaints: A potential customer who has a complaint regarding services provided when attempting to access the agency for services, will be provided with the complaint procedure/process which is available at the Administration Office.

Complaints can be provided in writing (or any other format as requested by the customer) and returned to the Administration Office to the attention of the Executive Director.

Note:

At all steps in this process it is expected that all complaints are documented and include all subsequent actions taken. Complaints about the provision of service and the resolution of same, are retained in the supported person's file as applicable.

Approved: December, 2011