

SECTION: Resident/Consumer Grievance

SUBJECT: Complaint Procedure

Policy No.: 3.1

Date: June 2005

Reviewed: Annually

Revised: March 2024

Complaint Procedure

The Child and Family Services Act requires service providers to have a written procedure for effectively hearing and dealing with a complaint of alleged violations of the rights of an individual in care. Individuals receiving respite, their families/guardian/referring agency personnel will be informed of these practices and procedures before commencing respite services at Red Roof Retreat.

The procedure to be adapted will conform to the governmental standards with additional areas relative to Red Roof Retreat. Hearing complaints should not be exclusive to the area of "Rights" violations. Complaints can centre on matters related to any aspect of care or programming received by a resident.

The expressing of concerns, by a parent/guardian/respite individual, should not be received negatively. After all, the expression of a concern is usually the first step toward positively resolving a problem area and establishing better communication and understanding. Red Roof Retreat will always be open to hearing the concerns of those who are consumers of our service. Also, an adequate method of effectively dealing with complaints/grievances affords protection to the staff of the agency.

Those who have the right to lodge a complaint are:

- 1) a child in care.
- 2) a child's parent.
- 3) or another person representing the child.

These individuals have the right to bring a written or verbal complaint to the attention of a residential staff person or program/administrative staff.

Procedure

- 1) Individuals should be encouraged to express their complaint to the staff person who may have the most ability to act quickly on a problem.
 - a. Policy and financial matters should be directed to the Executive Director or designate.
 - b. Respite program matters should be directed to the Supervisor.

Realistically, a complaint may not always be directed to the most appropriate staff. In this case, all

employees must ensure that a notice of any complaint, in the form of a dated written memo is forwarded to the proper Supervisor as soon as possible.

- 2) The Supervisor (or designate) will, within 24 hours
 - a. Follow up on the complaint to ensure that the matter has been resolved or needs to be resolved.
 - b. If the matter is judged serious or requires further support he/she will directly refer the matter to the Executive Director. The Supervisor or designate should put in writing any actions they have taken.
 - c. Ensure the person making the complaint receives updates on the review no later than 15 days after the Supervisor (or designate) receives the complaint and subsequently at intervals of no more than 15days.

- 3) If a complaint comes directly to an employee, they will:
 - a. Follow up on the complaint to ensure that the matter is resolved (meeting directly with the complainant if necessary).
 - b. If the matter is judged serious or requires further support, then they should refer directly to the Executive Director. All actions taken by employee should be committed to a written memo.
 - c. Depending on the degree of the complaint, the Executive Director will consult with any staff or other individual deemed necessary to help in resolving the matter. The Executive Director will also follow through in this manner when he/she directly receives a complaint.

- 4) Depending on the seriousness of the issue, the Executive Director may be required to apply the following methods:
 - a. Facilitate a direct meeting, as soon as possible, with those making the complaint. This meeting may involve other staff if permitted by the individual making the complaint. The meeting will be in confidence. Mutually acceptable resolution will be sought. The Executive Director will follow up the meeting with confidential correspondence to the complainants stating solutions, etc.
 - b. In the case where the matter remains unresolved the Executive Director must inform the individual(s) making the complaint that they can forward the matter directly to the Chairman of the Board of Directors and must facilitate this contact. The individual(s) making the complaint have the right to meet in private with the Chairman of the Board (or other Board designate). The representatives of the Board will take whatever action is deemed appropriate to resolve the matter.

- 5) Should any internal methods not adequately resolve a grievance/complaint, then it is the responsibility of the Board of Directors (or through the Executive Director) to inform the individual that he/she may want to contact Red Roof Retreats Regional Program Supervisor, Member of Provincial Parliament, Advocate Office, Ombudsman Office or a Lawyer.

- 6) Should the individual decide to contact the Minister, then it is the responsibility of the person making the complaint to request in writing that the Minister appoint a person to conduct a further review of the complaint, the Minister will appoint a person who is not employed by the service provider to do so.
- 7) The person appointed shall within 15 days after the day of appointment, complete the review, set out in a report his/her findings and recommendations, including the reasons for not holding a hearing if none was held and provide copies of the report to:
 - a. The person who made the complaint.
 - b. The service provider.
 - c. The Minister.
- 8) Where the Minister decides to take any action with respect to a complaint after receiving a report, the Minister shall advise the person who made the complaint and the service provider of the decision.
- 9) The complaint (if written) and any follow up internal memos or letters should always be indicated as confidential and filed in child's file located in the main office.
- 10) In any case of complaint and where language may pose problems with the complaint being clearly expressed, then the agency should attempt to facilitate the complainant(s) in seeking accredited translation services.
- 11) In all cases when complaints are made, the agency will attempt to realistically resolve the matter as soon as possible and provide an update to the person that made the complaint no later than 15 days after the complaint was received and subsequently at intervals of no more than 15 days.
- 12) In all cases, we will determine whether there are measures to be implemented to prevent the same violation from reoccurring and implement such measures, if it is determined during the review that there has been a violation of rights of a child in care.

SECTION: Resident/Consumer Grievance

**SUBJECT: Ombudsman Office
Child and Family Service Advocacy**

Policy No.: 3.2

Date: June 2005

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While receiving respite at Red Roof Retreat an individual receiving respite service may express a concern with the Advocate from the *Child and Family Service Advocacy Office* or the *Ombudsman Office*. Residential staff will inform the respite individual of the responsibility of these two agencies. The respite individual will be informed of his/her right to lodge a **confidential** complaint on their first day of respite, during their first Plan of Care and every six months from that day forward.

Child and Family Service Advocacy (Advocacy Office)

5th Floor, Suite 503
250 Davisville Ave
Toronto, ON
M7A 1GA
Toll free: 1-800-263-2841

Ombudsman

125 Queens Park
Toronto, ON
M5S 2C7
Toll free: 1-800-263-1830

Procedure

1. Should an individual want to make a private, confidential complaint, residential staff will assist the individual by informing them of the various routes that are available to them when filing a complaint. Residential staff will explain to the individual that they may choose to write, phone, email or fax a complaint.
2. Residential staff will provide the individual with the appropriate support to file a complaint based on the individual's abilities.
3. All complaints will be handled in the strictest confidence.