

Subject 1.10 – Complaints & Concerns

POLICY:

At SVCHC we value staff and client feedback, complaints and concerns as they assist the SVCHC to improve communication, prevent harm and learn from error. SVCHC is committed to consistent, fair and confidential complaint and concern handling process and to addressing them as quickly as possible. The Complaint and Concern policy and procedure is displayed so that all staff and clients are aware of the process.

To capture client and staff complaints and concerns with an aim to communicate, prevent harm and learn so we can continually improve our services and contribute to our healthy environment.

PROCEDURE:

1. On orientation to the Centre's services, clients and staff will be informed of the policy and process for making a complaint.
2. Instructions on how to make a complaint are displayed at the Centre's reception desk.
3. Clients may make a complaint to any staff member.
4. All complaints are recorded by the client or staff who received the complaint on the incident report form.
5. The incident report form is given to the most appropriate manager.
6. The most relevant manager investigates and follows up on the concern and complaint
7. Complainants have the right to have their complaint reviewed and addressed without fear of reprisal.
8. The person who made the complaint receives acknowledgment and a status update within 5 days of making the complaint.
9. Respondents have the right to be informed of allegations and afforded the opportunity to respond to them.
10. Complaints are investigated and resolved within 10 working days. Where this is not possible the complaint is acknowledged within 10 working days and a date for resolution is communicated.
11. If the complaint implies harm or risk to a client or staff member the investigation starts immediately.
12. The response to the complaint includes a description of steps taken to resolve the complaint or an explanation as to why the complaint is unfounded.
13. Verbal complaints are responded to verbally and written complaints are responded to in writing.
14. The record of the complaint will include:
 - a) The nature of each verbal or written complaint
 - b) The date the complaint was received
 - c) The type of action taken to resolve the complaint (including dates)
 - d) The final resolution
 - e) Every date on which a response was provided to the complainant and a description of the response
 - f) The response of the client
15. Once closed, the completed form is given to the Executive Director.
16. The Executive Director confirms the closure of the concerns or complaint and categorizes the concern or complaint
17. Complaint statistics are trended and reported to the Board of Directors annually.
18. Non-critical complaints made and resolved within 10 days are not included in the reported statistics.
19. Complainants may make complaints directly to the regulatory body of health and/or social services professionals.
20. Staff may escalate complaints to the Board of Directors if not satisfied with the resolution or if the complaint is related to the Executive Director.
21. The Board of Directors is notified within 24 hours of any serious complaint that may put the organization at risk.

Approved Date: December 22, 2014

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Next Review Date: January 2022