

MANUAL: Risk & Safety	APPROVED DATE: December 22, 2014
SECTION 1: Risk	REVISION/ REVIEW DATE: October 10, 2016, January 2018, January 2020, October 2022
SUBJECT: 1.10. Complaints and Concerns	NEXT REVIEW DATE: October 2026

POLICY:

At SVCHC, we value staff, client and community member feedback and complaints as they assist the SVCHC in improving communication, preventing harm, and learning from errors. SVCHC is committed to a consistent, fair and confidential complaint handling process and to address them as quickly as possible. The complaint policy and procedure is displayed so that all staff and clients are aware of the process.

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

PROCEDURE:

1. Upon 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. Clients, community members and stakeholder may also make a complaint via the SVCHC website.
3. Clients may make a complaint to any staff member.
4. Complaints are recorded by the client or staff who received the complaint on the confidential complaint report form.
5. The Confidential Complaint Report Form is given to the most appropriate manager.
6. The most relevant manager investigates and follows up on the complaint. The manager is responsible to track and monitor complaints for follow-up with appropriate committees or staff (e.g., Health and Safety, Management Team, Executive Director etc.).
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 five (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 ten (10) working days. Where this is not possible, the complaint is acknowledged within ten (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 and recorded on an incident form.
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. Staff can document a verbal complaint in Confidential Complaint Report form at anytime if they assess that a complaint is at a higher risk to staff, clients, or Centre.
14. Once closed, the completed form is given to the Executive Director.
15. Complainants may make complaints directly to the regulatory body of health and/or social services professionals.
16. Staff/ clients may escalate complaints to the Board of Directors if not satisfied with the resolution or if the complaint is related to the Executive Director.
17. The Board of Directors is notified within 24 hours of any serious complaint that may put the organization at risk.