



# Kenora Association for Community Living

A Meaningful and Satisfying Life

## KACL Feedback and Complaints Policy

Date: November 01, 2014

Annual Review: Yes

Approval: Executive Director

Applies to: All KACL Departments

Ref: QAM, 2008, 299/10, c. 14, s. 26, s. 38(p);

Policy Directives for Service Agencies 1.0, June 2012

### Statement:

KACL is strongly committed to upholding and adhering to its ethical commitments, to ensure that its practices and procedures are accessible and transparent, to maintain its ongoing professionalism, regarding the people we support, their families, and KACL staff.

The scope of this document is to provide guidelines pertaining to the feedback and complaints process. This involves outlining KACL's responsibilities; the rights of KACL staff; and the rights of people who receive support and their families.

## Definitions:

**Feedback:** A positive or negative response (including complaints) that is related to the services and/or supports that are provided by a service agency. Feedback may be solicited (such as information and comments collected through a satisfaction survey or a comment box) or unsolicited (such as a letter from a person or family member about the services and supports that the agency provides). Feedback may be formal (like the survey or letter noted above) or informal (such as a verbal complaint expressed to a staff person).

**Complaint:** An expression of dissatisfaction related to the services and/or supports that are provided by a service agency. A complaint may be expressed by a person with a developmental disability who is receiving services and supports from the service agency, or a person acting on his/her behalf, or by the general public, regarding the services and supports that are provided by the service agency. A complaint may be made formally (such as a letter written to the agency) or informally (such as a verbal complaint expressed to a staff person). A complaint does not include feedback on matters unrelated to the agency and the services and supports that it provides.

## Policy:

Staff have the right to be informed when a complaint involving them has been made; they have the right and responsibility to be party to its resolution.

All individuals who receive KACL support, as well as their families/guardians, upon entering service with the Association, shall receive a copy of the Complaints' Procedure.

All individuals, as well as their families/guardians, in the month of January, will be sent an annual reminder of the Complaints' Procedure.

At any stage in the process, a complaint can be given verbally, or in any written format. A written format may include using the Complaints form, a note or via email.

If the complaint is given verbally, the person receiving the complaint shall transcribe the complaint, indicate the date, time and person receiving and transcribing the complaint. The person making the complaint will be asked to sign the transcribed document.

When a written complaint is received, it will be directed to the Human Resource Network Director who will register its receipt in the Complaints Register and make the necessary copies for distribution. The original will be filed in the Complaint's Register.

All correspondence with the complainant and/or resolution of the written complaint is to be done through the Human Resource Director.

There will be no negative repercussions on the individual receiving service, should a complaint be lodged.

The complaints policy and procedure will be available in plain language.

Complaint information, including the policy and procedures, will be reviewed and analyzed by the Senior Management Team on an annual basis

# KACL Feedback and Complaints Procedure

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## Section I – Supported Individual or Person Acting on His/Her Behalf

The following procedures are to be followed should there be a complaint about the services/non-services provided by the Association.

### Step 1: Discussion with the person with whom you have a disagreement

Start with the person with whom you have a disagreement, and attempt to resolve the problem. You may present your concern verbally, in writing or with the assistance of a friend or advisor.

If you choose to present your concern in writing, you may find it helpful to use the letter format attached. The letter can be handed to the staff person or mailed to the address indicated.

### Step 2: Discussion with the Supervisor

This step should be taken when your efforts to resolve your difficulties have not proven successful. Should you wish to proceed to Step 2, please telephone or use the letter format attached in order to communicate with the Supervisor.

Within five (5) working days of being made aware of your concern, the Supervisor will meet with you. Prior to this meeting, the Supervisor will have discussed the situation with the staff person and may decide to include the staff person at the meeting. It may be at this step that you will wish to bring a friend or advisor with you to the meeting.

The Supervisor will expect you to explain the problem as you see it and to suggest solutions to the problem from your point of view. Within five working days of having met with the Supervisor, you can expect a letter from the Supervisor which will either confirm an agreement established at the meeting, or if no agreement is reached, the letter will detail the Supervisor's decision regarding your concern.

### Step 3: Discussion with the Program Director

This step will be necessary if you are not satisfied with the results of your efforts in Step 2. Please communicate your concern by telephone or letter to the Program Director. The Director will arrange a meeting time within ten (10) working days of being made aware of your concern. The Director will speak with the Supervisor prior to the meeting to determine the steps the Supervisor has taken to resolve your concern.

The goal of this meeting will be to look further for a solution to your concern. Again, you should feel free to bring with you a friend or advisor if you would find that helpful.

Within ten (10) working days of the meeting, you will receive, in writing, a confirmation of any agreement arrived at in your meeting with the Program Director, or if no agreement is reached, the Program Director's decision regarding your concern.

### Step 4: Discussion with Executive Director

This step will be necessary if you are not satisfied with the results of your efforts at Step 3. Again, as in Step 3, we ask you to please communicate your concern by telephone or letter to the Executive Director or to the Director of Human Resources. The Human Resources Director will arrange a meeting time for you with the Executive Director within fifteen (15) working days of having become aware of your concerns. The Executive Director will speak with the Director (who was involved in Step 3) prior to the meeting to determine the steps the Director has taken in an effort to resolve your concern.

The goal of this meeting will be to look further for a solution to your concerns. Again, you should feel free to bring with you a friend or advisor if you would find that helpful. Within fifteen (15) working days after the meeting, you can expect to receive, in writing, a confirmation of any agreement arrived at in your meeting, or failing agreement, the Executive Director's decision regarding your concern.

#### Step 5: Discussion with KACL Board of Directors

This is the step you take if you remain dissatisfied with the resolution arrived at during your meeting with the Executive Director. At this step, you should direct your written complaint to the Secretary of the Board of Directors, c/o the Association's offices, or telephone the Human Resources Director regarding your wish to present your concerns to the Board of Directors.

Within twenty (20) working days of receiving your letter, it will be arranged that a meeting with a Committee of the Board of Directors and Executive Director will take place at which you can present your concerns. You will be notified of the date, time and place of the meeting with this Committee. Once again, you should feel free to bring with you a friend or advisor if you would find that helpful.

The Board Committee will have been provided with a summary of all previous activity and efforts regarding your concerns. You will receive a letter from the Board Committee, outlining their recommendations and decisions within twenty (20) working days of your meeting with them.

#### Step 6: MCSS

Should you remain dissatisfied subsequent to your efforts within the Association, your final option is to request that the Ministry of Community and Social Services reviews your complaint. They can be reached as follows:

Community and Developmental Services  
Attention: Program Supervisor for K.A.C.L.  
Northern Region  
Ministry of Community and Social Services  
808 Robertson Street, Postal Bag 5400  
Kenora, ON P9N 3X9  
Tel: (807) 468-2406 ext 245

At any stage in the process, a complaint can be given verbally, or in any written format. A written format may include using the Complaints form, a note or via email.

If the complaint is given verbally, the person receiving the complaint shall transcribe the complaint, indicate the date, time and person receiving and transcribing the complaint. The person making the complaint will be asked to sign the transcribed document.

## Section II – Complaint from general public, or other programs with whom we participate in supporting an individual

Should you have concerns about the way the Association is functioning, it is important that you share those concerns with us. If there are concerns, we need to know so that we can make every effort to resolve them.

### Step 1: Discussion with the person with whom you have the complaint

Start with the person with whom you have a disagreement, and attempt to resolve the problem.

### Step 2: Discussion with Program Director

The Director, upon hearing your concern, may need to involve more appropriate members of staff in an effort to either clarify your concern or to work towards resolution of same. It may be necessary that a meeting be arranged between yourself, the Director and other appropriate agency staff. At the conclusion of your contact with the Director, either by phone or in person, you may request that the Director commit his/her decision to you in writing. Should you make such a request, you can expect to receive the requested letter within ten (10) working days.

### Step 3: Discussion with Executive Director

Should you be dissatisfied with the decision made by the Director, you can contact the Human Resources Director and request to speak with the Executive Director by telephone or in person.

The Executive Director will make every effort to work with you in an attempt to resolve your concern. Should you request written confirmation of the results of your meeting with the Executive Director, you can expect to receive same within fifteen (15) working days.

#### Step 4: Discussion with KACL Board of Directors

Should you be dissatisfied with the result of the problem resolution efforts of the Executive Director, you may apply, in writing, to the Secretary of the Board of Directors, c/o the Association's offices, for an opportunity to meet with a Committee of the Board of Directors, organized to receive concerns from the community. They will meet with you within twenty (20) working days of having received your concern. You may request their decision, in writing, which will be forthcoming within ten (10) working days.

#### Step 5: MCSS

Should you remain dissatisfied subsequent to your efforts within the Association, you may direct your complaint to the office of the Ministry of Community and Social Services. They can be reached as follows:

Community and Developmental Services  
Attention: Program Supervisor for K.A.C.L.  
Northern Region  
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## KACL Feedback and Complaints Form

Your Name: (please print)	
Your Address:	
Date:	
To: (Staff, Supervisor, Director, etc.)	

I am concerned about the following:

I feel that a meeting,

is necessary

is not necessary

so I may talk about my concerns and work with you to resolve them.

Yours truly,

---

(Your Signature)

Note:

(a) You can either use this form or write your own letter, including the required information as indicated above.

(b) It is suggested that you keep a copy of your correspondence for yourself.

We want to know!

We're striving to provide our services in a manner which best meets the needs of the individual.

If you have any questions or concerns about the quality of the service we are providing, please get in touch with us. Ask your Case Manager for a copy of our Feedback & Complaints Policy and form. You can also get copies at any of our program offices, or on the KACL website.

If we're doing okay, we also want to know.

It is important for us to respond because it is important to you.

Thank you.

*The Staff and the Board of the Kenora Association for Community Living*

This form can be given to your Case Manager, or dropped off at any program office of KACL. Or you may send it to the Kenora Association for Community Living at the address listed on the first page.