

KACL Feedback and Complaints Policy



Date Created: November 01, 2011

Last Revision Date: June 2, 2017

Annual Review: Yes

Approval: Chief Executive Officer

Applies to: All Programs

Replaces:

Introduction and Purpose:

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.

Application and Scope:

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.

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 Chief Financial Officer 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 Chief Financial Officer or designate.

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 takes seriously all complaints. Based on the nature of a complaint/feedback, when necessary, KACL will report a complaint or feedback to the police and/or the ministry, as per KACL Abuse Reporting Requirements policy.

Complaints that KACL determines to be Frivolous or vexatious will be handled appropriately.

Terms and 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.

References:

Abuse Reporting Requirements [KACL Policy];
O. Reg. 165/16, s. 80.50;
O. Reg. 299/10, s. 26, s. 38 (p);
O. Reg. 429/07, s. 7;
Policy Directives for Service Agencies 1.0, June 2012.