




SUPPORT POLICY NUMBER: SUPPRO-B10-04/05	COMPLAINT-CONCERN: SUPPORTS AND SERVICES	Page 1 of 2
Approved By: Executive Director	POLICY	Revisions:
Approval Date: August 2018		2004, 2005
Signature: 		Jan/Nov 2008 Aug 12 March 13 Jan 16 Aug 18

PURPOSE

Community Living Haldimand is committed to providing respectful and quality services to people and families. It is recognized that concerns, complaints and disagreements will arise as we strive to work together. We will make every effort to resolve any issue, concern or complaint in a professional, objective and timely manner consistent with our vision, mission, values and goals. We understand the importance of continuous improvement of our supports and services and appreciate feedback and suggestions.

POLICY

Community Living Haldimand welcomes feedback regarding the provision of services to people. This feedback can be made in person, by phone, email or by mail. Feedback may be positive or negative.

Any person in the community can provide feedback, raise a concern, or make a complaint to Community Living Haldimand. That could include a person receiving service, a parent or family member, a friend, neighbour, employee, or any member of the community etc. The concern, complaint or feedback could be about Community Living Haldimand with respect to the quality of supports and services provided or about its employees.

When a concern or complaint arises, it is our goal that the people directly involved can resolve the concern/complaint in a timely and informal manner to the extent that the issue and circumstances permit. However, in some situations, greater care and detail in both verbal and written communication may be required.

SUPPORT POLICY NUMBER: SUPPOL-B10-04/05	COMPLAINT-CONCERN: SUPPORTS & SERVICES POLICY	Page 2 of 2
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A formal written complaint is not required to initiate the review process, but written documentation will be required, as all complaints are documented and reviewed annually in order to evaluate the effectiveness of our service and operations.

1. The agency's Complaint Process is available upon request and will also be available on the agency's website at www.clhaldimand.com
2. Each person and their families/guardians (if applicable) will receive a copy of the Complaints Procedure when they begin receiving services with Community Living Haldimand.
3. Once a year, all people supported by the agency and/or their families/guardians (as applicable) will be sent a brochure of the Complaints Procedure.
4. There will be no negative repercussions on the person receiving services should he/she have a complaint or concern.
5. Staff has the right to know when a concern or complaint involving them has been made. Staff has the right and responsibility to be part of the resolution.
6. **The Complaints Procedure is not for emergency situations.**