


<b>SUPPORT PROCEDURE</b> NUMBER: SUPPRO-B10-04/05	<b>COMPLAINT-CONCERN: SUPPORTS AND SERVICES PROCEDURE</b>	Page 1 of 3
Approved By: Executive Director		Revisions:
Approval Date: August 2018		2004, 2005
Signature: 		Jan & Nov 08 Aug 12 Mar 13 Jan 16 Aug 18

Community Living Haldimand will listen and respond to your concern or complaint. We want to ensure people are satisfied with the quality of their services, supports and the operations of the agency.

**If your concern is with a staff:-**

- And if you are comfortable talking to that person, you may tell them in person, in writing, or by email.
  - You can ask for help from a friend or family member you trust.
- OR**
- Find a staff in Community Living Haldimand that you trust and respect to help you bring your concern or complaint forward to the right person (supervisor or on call manager)
  - The staff member can help you to call into the ‘complaint line’ (905) 772-3344 at Community Living Haldimand, or write a letter to the Director of Supports and Community Development

**If you have any other type of concern or complaint:**

- Find a staff in Community Living Haldimand that you trust and respect to help you bring your concern or complaint forward to the right person.
- The staff member can help you to call into the ‘complaint line’ (905) 772-3344 at Community Living Haldimand, or write a letter to the *Director of Supports and Community Development*

1. **After the concern or complaint has been made to the agency, the following will happen:**

- If the complaint has any relationship to abuse the conversation will stop and Abuse Policy (SUPPOL-EX64-12/10; SUPPRO-EX64-12/10) steps will begin and police will be notified
- If complaint is of a serious nature and falls within the Serious Occurrence/Enhanced Serious Occurrence Reporting Procedure (PERPRO-EX20-02/04)

- i. Someone who can help will contact you within three (3) working days of receiving your concern or complaint.
  - ii. The *Director of Supports and Services* or alternate will review the circumstances of your concern or complaint. You will be given the chance to talk about your concern or complaint with the most appropriate staff person ensuring there is no conflict of interest.
  - iii. When you meet to discuss your concern or complaint, you may someone from your personal network who you trust.
  - iv. Community Living Haldimand will do its best to meet and resolve your concerns within five (5) working days. More serious concerns or complaints may take a longer time to resolve.
  - v. After your meeting to resolve your concern or complaint, you will receive an answer in person or in writing with the decision within three (3) days of this meeting.
- 2. If you do not feel your concern or complaint was resolved at this time you may bring your concern to the Executive Director.**
- i. You can tell your concern to the Executive Director or the Operations Assistant.
  - ii. If needed, a meeting time for you with the Executive Director will be arranged by the Operations Assistant.
  - iii. The Executive Director will have information prior to the meeting to determine the steps that have been taken in an effort to resolve your concern.
  - iv. The Executive Director will do their best to meet and resolve your concerns within five (5) working days. More serious concerns or complaints may take a longer time to resolve.
  - vi. After your meeting to resolve your concern or complaint, you will receive an answer in person or in writing with the decision within three (3) days of this meeting.

3. **If after these attempts your concern or complaint remains unresolved,** you can direct your concern or complaint in writing to the Board of Directors.

- i. In your letter, outline what steps have been taken to help solve your concern or complaint and why you feel the situation has not been resolved.

Address your letter to:-

Community Living Haldimand Board of Directors, Attention: Board President  
2256 River Road, Box 396, Cayuga, Ontario N0A 1E0

- ii. A meeting with member/members of the Board of Directors and the Executive Director will take place at which time you can share your concerns. Once again, you should feel free to bring with you a friend or family member if you would find that helpful.
- iii. The person/people meeting with you will have been provided with a summary of all previous attempts to resolve your concern/complaint. Following the meeting, you will receive a letter outlining the recommendations and decisions.
- iv. The Board of Directors and the Executive Director will do their best to meet and resolve your concerns within five (5) working days. More serious concerns or complaints may take a longer time to resolve.

4. **If following your efforts within Community Living Haldimand your concern or complaint remains unresolved,** your final step is to ask the Ministry of Community and Social Services.

Address your letter to:

Program Supervisor for Community Living Haldimand  
Ministry of Community and Social Services  
19 King Street West, Hamilton, ON L8P 4Y7

5. Management will contact you within 30 days to follow-up to ensure you were satisfied with the process, that you were listened to and that no further action was required. The follow-up will be documented in the Complaint and Concern Log.