

## Kitchener Downtown Community Health Centre

**Type of Policy:**

<input type="checkbox"/> Administration (A)	<b>Client Services</b>
<input type="checkbox"/> Financial (F)	<input checked="" type="checkbox"/> <b>General (CG)</b>
<input type="checkbox"/> Board of Directors (B)	<input type="checkbox"/> Programs (CP)
<input type="checkbox"/> Human Resources (H)	<input type="checkbox"/> Medical Services (CM)
<input type="checkbox"/> Occupational Health & Safety (S)	
<input type="checkbox"/> Volunteers (V)	

**Policy No: CG1103**

**Title: Complaints/Concerns**

### Policy

1. KDCHC believes clients, volunteers and the general public have the right to offer complaints or express concerns related to our programs and services. If something did not go well or you are concerned about your experience here, we want to hear from you. KDCHC believes that complaints and concerns help us to improve the quality of our service.
2. Verbal or written complaints are welcomed.
3. All complaints will be addressed as soon as possible.
4. Anonymous complaints will not be addressed.
5. Allegations of professional misconduct, such as sexual abuse, harassment, assault etc, are considered serious. KDCHC management will make all reasonable efforts to review and resolve the issue. In addition, the Kitchener Downtown Community Health Centre will notify the appropriate professional college or governing body of the allegation and provide the client with the information necessary to file a complaint with the practitioner's professional college or governing body.
6. **Informal complaints/concerns:** Clients, volunteers and the general public are encouraged to speak directly to the staff involved in the complaint/concern in a timely basis in a private place. Clients are encouraged to try to resolve the issue with the staff person(s) by seeking a solution together.
7. **Formal complaints/concerns:**
  - a. Formal complaints/concerns are those that have not been resolved through an informal process. These can be written or verbal. A formal complaint form will be available on the KDCHC website (see Policy No. CG1101 - Client Access to Policies) and from the KDCHC reception desks.

- b. Formal complaints are to be addressed to one of the Directors of the organization or the Board for issues related to the performance of the Executive Director (see Policy #B0101).
  - c. A person who needs help in filling out a formal complaint can ask for assistance. This may include assistance by a Director, an interpreter, or a neutral third party agreeable to the person.
  - d. Actions to address all formal complaints (verbal or written) will be documented on the complaints form.
8. A complaint that may put the organization at risk is to be reported immediately to the Executive Director (or designate) for review.
  9. A summary of complaints will be prepared by the Executive Director. The report will be given to the Board of Directors on a semi-annual basis.
  10. This policy will be available to clients, volunteers and members of the general public as per the Client Access to Policies (Policy #CG1101)

## **Procedures**

### **Review & Reporting:**

The Executive Director, the Director of Primary Care and the Director of Community Programs and Engagement will all keep a tracking log of complaints. These tracking logs will be reviewed semi-annually. This review will be done by the Director of Community Programs and Engagement and then forwarded to the Executive Director. The Executive Director will then amalgamate the data for the report to the Board of Directors.

### **Informal Complaints:**

1. You are encouraged to speak directly to the staff involved in the issue.
2. If a complaint/concern about another staff member is received, the person making the complaint/concern will be encouraged to speak directly to the person. If the person making the complaint/concern is uncomfortable raising the issue with the staff on their own, they are to be encouraged to have a support person come with them to discuss the issue. Staff receiving the complaint/concern may act as that support person if there is no other option.
3. The person making the complaint/concern is encouraged to discuss the issue with the staff and seek to sort out the issue together.
4. If an informal complaint cannot be resolved, staff will inform their direct Supervisor (or other Director as available) that a potential formal complaint may be filed.

**Formal Complaints:**

1. If an informal complaint/concern cannot be resolved as above, or if it is of a serious nature where an informal process is not appropriate, the person seeking to make a complaint/concern will need to put that complaint/concern in writing (see complaint form attached) or speak to an appropriate Director of the organization
2. If the complaint is verbal, the Director will discuss the process, including assisting the person to put the complaint in written form.
3. Whether written or verbal, the Director will review the complaint, and contact the person making the complaint with two (2) weeks.
4. KDCHC will attempt to resolve the complaint as soon as is possible, depending on the type and scope of the complaint.
5. Should the complaint be related to professional misconduct, KDCHC will provide the contact information and initial support to assist the person in filing a complaint with the professional college or governing body.
6. All formal complaints will be reported to the Board by the Executive Director. The Executive Director will complete a semi-annual report that summarizes the complaints

**This policy will be posted on the website**

**Reference Documents:**

Appendix A - Complaint Form

Policy No. CG1102 - Feedback

Policy No. CG 1101- Client Access to Policies

Policy No. B0101 - Reporting of Activities Resulting in Disciplinary Action of the Executive Director

Policy No. B0901 Board Code of Conduct, Anti-Discrimination and Harassment

Policy No. B0101 Reporting Inappropriate Activity

**Approved By:** Eric Goldberg, Executive Director

**Date:** December 21, 2016

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**APPENDIX A**

**COMPLAINT FORM**

**Please describe your concern or complaint:**

Date of incident:

Time of incident:

Where the incident took place:

Person(s) involved:

Describe what happened:

What would you hope to have happen as a result of your complaint?

Are you willing to meet with the staff person(s)/volunteer(s) and their supervisor to try and resolve this issue, or only with their supervisor?

Staff/volunteer/supervisor \_\_\_\_\_

Supervisor only \_\_\_\_\_

In order to follow up on this complaint, we will need your name, address, or place you can be reached, and phone number, e-mail address (if you have one). This information will only be shared with those directly involved in the complaint process.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone #: \_\_\_\_\_

Date: \_\_\_\_\_

Please place the complaint form in an envelope, seal it and address it to: Executive Director.

Thank you for taking the time to express your complaint. We will make every effort to resolve this issue as quickly as possible.

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*FOR KDCHC USE ONLY*

Actions taken to address the complaint

Resolution of the complaint

Date of completed complaint process: \_\_\_\_\_

## **CLIENT COMPLAINT/CONCERNS POLICY SUMMARY**

As our client, volunteer or member of the general public, you have the right to tell us when things did not go well. This is called a “complaint”.

You can tell us or write to us about any complaints you have about our programs, services and staff. We will listen to you. We will not judge you. You do not have to worry that it will change the services you get.

### **How to Make a Complaint**

#### **Informal Complaint: Person-to-Person**

- Please speak directly to the staff person involved in the issue.
- If you make a complaint to another staff person, they will ask you to speak directly to the staff person involved in the issue.
- If you are uncomfortable talking to a staff person about a problem on your own, please ask friend or family member to support you.
- We hope you and the staff person can solve any problems **together**.
- If you and the staff person cannot solve the problem together, you can make a formal complaint.

#### **Formal Complaint**

- If you were unable to find a solution informally to your complaint or concern, you are welcome to file a formal complaint.
- A formal complaint is usually in writing. If that is not possible, you can speak to an appropriate Director to provide a verbal complaint.
- A Director will review a formal complaint within two weeks and get back to the person making the complaint as soon as possible after that.

For the full policy, you can look on our website or ask a staff member for a copy of the policy and the complaint form