

Chapter:	General	Policy Number	CG1103
Policy title:	Complaints/Concerns		
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References:			
Policy references:	Client Access to Policies #CG1101 Reporting of Inappropriate Activity Policy #B0101 Client Privacy Policy #CG0403		
Approved by:	Anka Brozic, Chief Executive Officer (CEO)		

Complaints/Concerns

Policy

1. Kitchener Downtown Community Health Centre (the Health Centre) 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. The Health Centre 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. The Health Centre management will make all reasonable efforts to review and resolve the issue. In addition, the 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 Health Centre website (see Client Access to Policies #CG1101) and from the Health Centre 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 Chief Executive Officer (CEO) (see

Reporting of Inappropriate Activity 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.

A complaint that may put the organization at risk is to be reported immediately to the CEO (or designate) for review.

Complaints or inquiries related to access to personal health information via the Health Centre's electronic medical record or shared systems are to be reported to the Privacy Officer for review. Where inquiries are related to a shared system, the Privacy Officer will follow the procedures and timelines for notifying the appropriate program office as outlined in the Client Privacy Policy #CG0403.

A summary of complaints will be prepared by the CEO. The report will be given to the board of directors on a semi-annual basis.

This policy will be available to clients, volunteers and members of the general public as per the Client Access to Policies #CG1101.

Procedures

Review & Reporting:

The CEO and directors will collect complaint reports and deal with them as per this policy. The complaints will be given to the executive assistant to the CEO who will create the semi-annual reports.

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.
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 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, if needed.
3. Whether written or verbal, the Director will review the complaint, and contact the person making the complaint within two (2) weeks.
4. The Health Centre 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, the Health Centre will provide the contact information and initial support, if necessary, 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 CEO. The CEO will complete a semi-annual report that summarizes the complaints.

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, phone number and e-mail address (if you have one). This information will only be shared with those directly involved in the complaint process.

Name: _____ Email: _____

Address: _____

Phone #: _____

Date: _____

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

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

FOR KDCHC USE ONLY

Actions taken to address the complaint (include dates)

Resolution of the complaint

Date of completed complaint process: _____

Staff Signature: _____ Name: _____ Date: _____

Director Signature: _____ Name: _____ Date: _____

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 a 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 made in writing. If you require support to make a written complaint, we will help you.
- 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