

G-38 Complaint Procedure Information

Brantwood is committed to providing respectful, quality services to people supported and their families. We take all feedback/concerns seriously and respond to them in a person centred and timely manner. Brantwood encourages people supported, a person acting on behalf of an individual and the general public to provide **feedback** at any time.

- Please visit our website at www.brantwood.ca and click on “**Satisfaction Survey**” to provide us with your feedback.
- If your concern is more of a serious nature, please refer to the below procedure. Accessible formats of the Complaint procedure is available upon request.

Here’s What You Do:	Here’s How We Follow Up:
STAGE 1 Let Brantwood know about your complaint/feedback: <ul style="list-style-type: none"> • Go to www.brantwood.ca and click “About Us” and select “Policy Information.” You can complete and submit the “Complaints Form,” or • Submit your complaint/feedback by telephone (519) 753-2658, or by email to info@brantwood.ca or in person 	
STAGE 2 If you feel your concern or complaint has not been resolved, you may bring your concern to the Director of Operations .	The Director of Operations will investigate the complaint and provide a written decision to the person and/or spokesperson within 5 business days of receipt of the complaint.
STAGE 3 If you still feel your concern or complaint has not been resolved, you may bring your concern to the Executive Director .	The Executive Director will review the matter and actions to date and provide a written decision to the person and/or spokesperson within 10 business days of receipt of the complaint.
STAGE 4 If you feel your concern or complaint has not yet been resolved, The Board of Directors will review and address this issue with the person and/or spokesperson and applicable staff and will provide a written response within 2 weeks of receiving notice of the unsatisfactory resolution.	
STAGE 5 If, following your efforts within Brantwood Community Services, your concern or complaint remains unresolved, your final step is to ask the Ministry of Children, Community and Social Services to review your complaint by contacting: Program Supervisor for Brantwood Community Services, Ministry of Children, Community and Social Services, 119 King Street West, 7 th Floor, Hamilton, Ontario, L8P 4Y7	



BRANTWOOD COMMUNITY SERVICES

ADMINISTRATIVE POLICIES & PROCEDURES MANUAL POLICY AND PROCEDURE

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ISSUED BY:	<i>Executive Director</i>	PAGE:	Page 1 of 5
		DATE OF ISSUE:	June 24, 2013
POLICY REVISION:		PROCEDURE REVISION:	December 2013 April 2018 July 2018 March 2020

COMPLAINTS / FEEDBACK

POLICY

Brantwood Community Services is committed to providing respectful, quality services to people supported and families. The Agency encourages people supported, a person acting on behalf of an individual and the general public to provide feedback. The Agency takes all feedback/complaints seriously and deals with them in a timely manner. The Agency does not penalize or recriminate against those who offer service complaints or feedback.

If a concern or complaint arises, it is Brantwood's goal that the people directly involved are able to resolve the concern in a timely and informal manner to the extent that this issue and circumstances permit. However, in some situations, greater care and detail in both verbal and written communications may be required.

PROCEDURE

1. The Agency's Complaints policy and Satisfaction Survey are available upon request and is also posted on the Agency's website at www.brantwood.ca.
2. Complaints/feedback can be expressed face to face, by telephone, in writing or by other electronic means (eg. E-mail).
3. People supported and person's acting on their behalf will be provided with information about Brantwood's complaint process when they begin service and annually thereafter during the development and review of the Support Plan and the Annual Consent Process. Information is provided in a manner that is most

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appropriate including, but not limited to, receiving a copy of the booklet (Brantwood's Mission, Vision and Values & Service Rights Information).

4. Brantwood will ensure that support is provided to people in lodging a complaint, using alternate forms of communication as required.
5. The person receiving the complaint will ensure the complaint is documented. If the complaint is received verbally, the staff person will document the complaint on behalf of the person in a concise manner and date and sign the documentation and ensure applicable information for follow up. A Complaint form is available for this purpose. A copy of the Complaint form is forwarded to the Supervisor/On Call Supervisor within 24 hours.
6. 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.
7. The process will ensure the fair and unbiased review of any complaint and will not result in any negative impact or withdrawal of service.
8. At no point should any person investigate a complaint if they have a conflict of interest in the matter at hand. If there is a perceived conflict of interest, the person's immediate Supervisor or designate will take the lead on the review, documentation, investigation, resolution and notification. To assist in ensuring the review process is free of coercion or intimidation, a senior management designate will be informed of the status at each step of the process.
9. Notwithstanding the procedures identified within this policy, Brantwood will promptly ensure that any complaint brought to its attention that meets the criteria outlined in the "Freedom of Abuse Policy (SC-150)" will follow the process identified in the Freedom of Abuse Policy and will ensure that the matter is reported to the police, where the complaint relates to an alleged, suspected or witnessed abuse situation that may constitute a criminal offence.
10. Brantwood will ensure that any complaint meeting the criteria as outlined in the "Serious Occurrence Policy (EI-20)" will be reported to the Ministry as a Serious Occurrence through the Serious Occurrence reporting process.

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11. Brantwood is not expected to resolve complaints that it may determine to be frivolous or vexatious. If needed, an investigation will be carried out to consider the validity of the complaint.

Brantwood Community Services will listen and respond to a concern or complaint. It is understood by all employees that timeliness and good communication is important when receiving and responding to a complaint.

If your concern is with a staff;

- And you are comfortable talking to that person, you may tell them in person, on the telephone, in writing, or by electronic communication (eg. Email)
- You can ask for help from a friend or family member you trust.

OR

- Find a staff in Brantwood that you trust and respect to help you bring your concern or complaint to the right person. This person can help you to call or write a letter or fill out a complaint form.

If you have any other type of concern or complaint:

- Find a staff at Brantwood Community Services that you trust and respect to help you bring your concern or complaint forward to the right person. This person can help you to call or write a letter or fill out a complaint form.

After the concern or complaint has been made to the Agency, the following will happen:

- You will be contacted by someone who can help you within three (3) working days of receiving your concern or complaint. You will be given the chance to talk about your concern or complaint with someone. This will probably be a Brantwood Supervisor **or** one of the Directors. They will outline the process and applicable timeframes to look into the complaint thoroughly and endeavor to rectify the complaint. When you meet to discuss your concern or complaint, you may bring a family member/friend/spokesperson to help you.
- The primary Staff/Manager/Supervisor will advise the person and/or spokesperson of the outcome verbally and will document the outcome and communication and forward that documentation to the Executive Director.

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- Brantwood 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. 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.
- There is a written record kept of all formal complaints; including meetings and the final outcome. If you wish, you can ask for a copy.

If you do not feel your concern or complaint was resolved at this time you may bring your concern to the Director of Operations. If the Director of Operations investigated the complaint at an earlier step, then this step will be skipped.

- The Director of Operations will investigate and make a decision within five (5) business days of the receipt of the complaint and advise the person or spokesperson of the results; timelines may be extended for extenuating circumstances – such extension will be communicated to the person and/or spokesperson.
- The Director of Operations will ensure a written report of the complaint and actions and decisions and ensure a formal communication of the matter and decision to the person and/or spokesperson and to the Executive Director.
- If the person or spokesperson is not satisfied with the results at this level, the Director of Operations will advise the person of the next step in this process and assist them

If you do not feel your concern or complaint was resolved at this time you may bring your concern to the Executive Director.

- You can tell your concern to the Executive Director or his/her delegate.
- The Executive Director will review the matter and actions to date and determine a resolution within ten (10) business days of the receipt of the complaint; timelines may be extended for extenuating circumstances – such extension will be communicated to the person and/or spokesperson.
- The decision of the Executive Director will be in writing and forwarded to the person and his/her spokesperson as applicable.

Should this resolution remain unsatisfactory, a committee of the Board of Directors of Brantwood Community Services, will review and address this issue with the person and/or spokesperson and applicable staff and will provide a

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response within two (2) weeks of receiving notice of the unsatisfactory resolution.

Board of Directors
Brantwood Community Services
25 Bell Lane
Brantford, Ontario N3T 1E1

- 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, feel free to bring a friend or family member if you find that helpful.
- 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 within two(2) weeks outlining the proposed resolution.

If following your efforts within Brantwood Community Services your concern or complaint remains unresolved, your final step is to ask the Ministry of Children, Community and Social Services to review your complaint.





- They can be reached as follows: Attention: Program Supervisor for Brantwood Community Services, Ministry of Children, Community and Social Services, 119 King Street West, 7th Floor, Hamilton, Ontario, L8P 4Y7

ATTACHMENTS:

- [G38 Complaints Form](#)
- [G38 Complaint Procedure Information](#)

COMPLAINT FORM

- State “***services and supports will not be impacted in any way and that you are not at risk of negative consequences by Brantwood Community Services as a result of initiating a complaint***”.

Name: 	Date: 
Phone #: 	Email address (if applicable): 



1. What is your concern/ complaint:



2. How have you tried to fix your concern/complaint?



3. What would resolve your concern/complaint?