


## Complaints and Feedback Process

<p><b>SECTION:</b> Supports and Services</p> <p><b>DEPARTMENT:</b> Quality</p>	<p><b>EFFECTIVE DATE:</b> November 2001</p> <p><b>DATE LAST REVISED:</b> June 2020</p>	<p><b>Approved by:</b></p>  <p>Chief Executive Officer</p>
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### POLICY STATEMENT

Kerry's Place Autism Services (Kerry's Place) values feedback about our services, supports and organizational processes. We welcome suggestions and positive comments and we want to use these to improve programs and services as well as recognize staff that have exceeded expectations. Complaints are also very important and we welcome any constructive feedback or details of anything of which stakeholders are not satisfied.

We recognize the right, and in some circumstances, the responsibility, of persons associated with Kerry's Place to provide feedback and to question the decisions and actions of the organization and persons acting on its behalf. Also, persons supported are encouraged to bring concerns forward so they may be dealt with in a fair and equitable manner and without coercion, intimidation or bias before, during or after the review process.


### Purpose

To foster a culture of continuous improvement by regularly communicating with all Kerry's Place stakeholders through surveys and other means and providing a standard where complaints and feedback can be addressed effectively.

### Scope

This policy applies to all persons receiving supports, families, advocates, and the public. Employees may bring forward their complaints or feedback utilizing the terms of their Collective Agreement or other related Human Resources policies.

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### Definitions


- “Complaint” is an expression of dissatisfaction related to the services and/or supports that are provided by a service agency. A complaint may be expressed by a person with a developmental disability who is receiving services and supports from the service agency, or a person acting on their behalf, or by the general public, regarding the services and supports that are provided by the service agency.
- A “complainant” is the person submitting the complaint (**who is not a Kerry’s Place employee**). The complainant might be a person supported in any of the Kerry’s Place programs, a person acting on behalf of the person supported to whom Kerry’s Place provides services or a member of the general public.
- “Feedback” may be positive or negative (including complaints) and is related to the services and/or supports that are provided by a service agency. Feedback may be solicited (such as information and comments collected through a satisfaction survey or a comment box) or unsolicited (such as a letter from a person or family member about the services and supports that the agency provides).

### Roles and Responsibilities

#### Person making the complaint:

- Ensure the feedback/complaints are not without foundation or intended to provoke. • Follow the process outlined in this policy.
- Act in an appropriate manner in all phases of this process. Note: Should a person supported and/or person advocating on their behalf feel their rights have been violated by restrictions in place at the home, a meeting will be scheduled with the

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Standards and Best Practice Committee. See Balancing Rights, Risks and Responsibilities policy.


### Manager:

- Required to act to address feedback and complaints, excluding those without proper foundation or justification.
- Responsible to ensure there is no retribution for any complaints that are without proper foundation or justification.
- Responsible for making the Director and/or Regional Executive Director aware of the complaint.
- Failure by member of management to act on feedback or complaints which are brought to the attention within the scope of this policy may result in disciplinary action against such a manager up to and including dismissal.

### Senior Leadership:

- Responsible for maintaining a system for addressing feedback and complaints including the full completion of the complaint tracker.
- Ensures that information about the feedback/complaints process is part of the risk assessment and, upon request, provides such information to the Ministry.
- Ensure the feedback is addressed as per the process within this policy
- Ensure those who raise the complaint are not harassed or sanctioned in any way for doing so. This includes, but is not restricted to:
  - complaints and allegations of harassment or abuse processed in accordance with Kerry's Place policies and procedures.

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- allegations of financial, professional, or criminal misconduct processed as violations of provincial or federal statutes (as in Bill C-13 of the Criminal Code of Canada).

### Board of Directors:

- The Board monitors the CEO in the role of ensuring the feedback/complaints policy and procedure are in place.
- The Board reviews feedback or complaints that relate to the CEO.
- The Board reviews and accepts the quarterly report on feedback and complaints and recommends any actions required.

### Communication

The process for receiving feedback and complaints will be accessible on the Kerry's Place website and can be provided in print form upon request.


### Standard/Procedure

#### Positive Feedback

Whenever positive feedback is received the person receiving the feedback will share it with the relevant person or persons and their immediate supervisor. If possible the person providing the feedback will be acknowledged.

#### Receiving Feedback/Complaints

## Complaints and Feedback Process

<p><b>SECTION:</b> Supports and Services</p> <p><b>DEPARTMENT:</b> Quality</p>	<p><b>EFFECTIVE DATE:</b> November 2001</p> <p><b>DATE LAST REVISED:</b> June 2020</p>	<p><b>Approved by:</b></p>  <p>Chief Executive Officer</p>
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Kerry's Place will receive feedback and complaints from any person, general public and/or a person acting on a persons supported behalf in a number of ways. The feedback/complaint can be received:


- In person: contacting the administrative person in the reception area of any Kerry's Place location or by meeting with any Manager from any site or any department.
- By telephone: connecting with any Manager at any of the Kerry's Place regional locations.
- By mail: writing to any Manager at any site or addressing the matter to the Kerry's Place Autism Services
- Electronic version: sending an email to any Manager at any site or to the special feedback/complaint email address at [feedback@kerrysplace.org](mailto:feedback@kerrysplace.org) available through the website or as displayed at Kerry's Place office locations.

All feedback and complaints, whether provided verbally or in writing, should be recorded within the appropriate database and/or tracking forms.

Complaint and feedback must be addressed in ways that comply with the requirements set out in the Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008 and its regulations. This includes the requirements to:

- Report to the police any issue that my constitute a criminal offence (e.g. abuse) as required by Regulation 299/10 and/or
- Report through the Ministry's serious occurrence reporting process.

## Complaints and Feedback Process

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For children up to the age of 18, a report to the Children's Aid Society may be required based on the nature of the feedback/complaint in addition to the process outlined above.

Note: If a complaint involves the immediate Manager and the complainant does not feel they can raise it directly with the Management staff due to a conflict they may use the available telephone line, or email or connect with that person's supervisor.


- For a Manager contact the Director or Regional Executive Director
- For a Director contact the Regional Executive Director
- For a Regional Executive Director contact the Chief Executive Officer or designate
- For the Vice Presidents contact the Chief Executive Officer
- For the Chief Executive Officer contact the Chair of the Board of Directors.

### Complaint Steps

The person(s) may at any stage use any of the methods detailed above to bring the complaint forward. Persons providing feedback or making complaints have the responsibility to do so in a prudent and fair manner without threats, bullying or harassment and to follow the process as described.

**Step 1:** Whenever there is complaint in any situation, the person(s) may bring the concern(s) to the appropriate manager for the area in which the complaint took place. The parties will investigate to gather any and all relevant facts and provide a response within five (5) working days. Any complaints deemed to be serious in nature will be addressed with a written response.

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**Step 2:** Should the person(s) bringing forth the inquiry not be satisfied with the response received from the manager, the complaint shall be reviewed with the director of the respective program (or region). The director will follow up on the complaint and reply to the person having the complaint. Should the person(s) bringing forth the complaint still not be satisfied with the response, the complaint may be presented verbally or in writing, to the Regional Executive Director, addressing the reason(s) why they believe that their complaint has not been resolved. The Regional Executive Director will then investigate, take any corrective measures (if possible), and then reply (in writing if any complaints are deemed to be serious in nature) to the person bringing forth the concern. Kerry's Place is committed to answer any complaints and will work collaboratively with the complainant to resolve the situation.

**Step 3:** If the person(s) bringing forth the complaint still feels dissatisfied, the person(s) may request that the complaint be forwarded to the Chief Executive Officer, who will review the matter with the Regional Executive Director and Vice Presidents (if applicable), and work on a resolution with the complainant.

### Review, Analysis and Reporting

Kerry's Place uses a Feedback/Complaints Form to record information about the feedback or complaint. On annual basis, Kerry's Place will review and analyze the feedback and complaints received to evaluate the effectiveness of the feedback and complaint policies and procedures and the need to revise any other policies or procedures.

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### Evaluation

This policy will be reviewed every three years.

### Related Documents, Forms and Tools

- Abuse Prevention and Response Policy
- Balancing Right, Risks and Responsibility Policy
- Reporting Misconduct/ Whistle-blowing Policy
- Complaint Procedure for Non-Union Employees Policy