

<p>SECTION: Supports and Services</p> <p>DEPARTMENT: Quality</p>	<p>EFFECTIVE DATE: November 2001</p> <p>DATE LAST REVISED: October 2024</p>	<p>Approved by</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 feedback in order 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.

Persons supported and/or families 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 or feedback can be addressed timely and effectively.

Scope:

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

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. "Feedback" may be positive or negative (including complaints) and is related to any aspect of the services and/or supports that are provided by a 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 a person supported to whom Kerry's Place provides services, or a member of the community who is associated with our services and/or persons supported.

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Roles and Responsibilities:

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

Manager/Leader:

- Required to act to address feedback and complaints, excluding those without proper foundation or justification.
- Responsible for ensuring there is no retribution for any complaints that are without proper foundation or justification.
- Responsible for making the Direct Supervisor (Director and/or Vice President of relevant program and/or CEO and President) aware of the complaint.
- Failure by member of management to act on feedback or complaints which are brought to their attention, within the scope of this policy, may result in disciplinary action against such 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 as required.
- Ensure the feedback is addressed as per the process within this policy.
- Ensure those who raise the complaint or provide feedback 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.
 - 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:

- Review all complaints made through the Serious Occurrence reporting mechanism

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or via complaint tracker process at quarterly Board meetings

- Review complaints that relate to the CEO as provided by the Board Chair or VP of Human Resources.
- Review and provide any recommendations for further actions as required.

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

Kerry's Place will receive feedback and complaints from any person, community member(s) associated with KP services and supports, and/or a person acting on a supported person's behalf. The feedback/complaint can be received in a number of ways:

- 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 by completing the printable complaints/feedback pdf form available on the website and mailing it to Newmarket Office – 17345 Leslie St, Newmarket, Ontario, L3Y 0A4.
- Email: sending an email to any Manager at any site or to the dedicated complaint/feedback/ email address at feedback@kerrysplace.org available on the website or as displayed at Kerry's Place office locations.

The Kerry's Place website contains a dedicated complaints/feedback page that outlines the process for submitting feedback and complaints. Through this page, complaints/feedback can be submitted via the electronic form, or by printing the pdf form and mailing it to the Head office located in Newmarket.

Complaints/feedback submitted via the electronic form are received by the Director of Marketing and Communications, as well as the respective manager and is forwarded to the appropriate Director/Vice President.

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

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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 may constitute a criminal offence (e.g. abuse) as required by Regulation 299/10 and/or;
- Report through the Ministry's serious occurrence reporting process.

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 complaint against a Manager, contact the Director.
- For a complaint against a Director, contact the Vice President of the relevant program.
- For a complaint against a Vice President contact the Chief Executive Officer or designate
- For a complaint against 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 an objective and fair manner without threats, bullying or harassment and to follow the process as described.

Step 1: Whenever there is a complaint in any situation, the person(s) may bring the concern(s) to the appropriate manager responsible 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) business days of complaint received.

Step 2: Should the person(s) bringing forth the inquiry not be satisfied with the response received from the manager/direct supervisor, 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 that submitted the complaint. Should the complainant still not be satisfied with the response, the complaint may be presented verbally or in writing to the Vice President, addressing the reason(s) why they believe their complaint has not been resolved. The Vice President will then investigate, take any corrective measures (if possible), and then reply in writing to the complainant. Kerry's Place is committed to answering all complaints and will work collaboratively with the complainant to resolve the situation.

Step3: If the person(s) bringing forth the complaint still feels dissatisfied, the person(s) may request that

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the complaint be forwarded to the Chief Executive Officer, who will review the matter with the 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. The review and analysis of the feedback and complaints received is shared with the Board of Directors on a quarterly basis and is used to evaluate the effectiveness of the process.

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