

Complaint Feedback Policy

Approved September 25, 2019

Policy

Extend-A-Family is committed to ensuring the delivery of the best possible service and support to people. We welcome feedback and seek to resolve issues and concerns as they arise.

Should the occasion arise where all reasonable efforts have failed to resolve an issue or concern, people receiving support and/or their families, advocates and the public may seek a resolution through this complaint/feedback process.

There will be no reprisal or retribution toward any person who seeks resolution through this process.

Procedure

1. Feedback, concerns and complaints may be submitted in writing, by email or verbally to any staff member of Extend-A-Family. Upon receipt of the feedback, concern or complaint, the Executive Director will be notified immediately in writing using the Formal Complaint Form at the end of this policy.
2. Any conflict of interest between the parties who raise the concern or complaint, and those involved in the review, documentation, investigation, resolution and notification/confirmation, must be declared before proceeding.
3. Within ten (10) business days the Executive Director or designate will take the necessary steps in seeking to address the feedback, concern or complaint to the satisfaction of all parties, and will provide the complainant with a written response.
4. In the case of a complaint or feedback being solicited by Extend-A-Family, we will identify who has been designated to receive the information.
5. Extend-A-Family encourages feedback, resolution of issues or concerns through open discussion and mutual problem solving.
6. In addition, people receiving support and their families/advocates are encouraged to participate in the annual evaluation process.
7. Despite all efforts, if an issue or concern cannot be resolved to the mutual satisfaction of all parties, a complaint may be submitted to the Board Chair or designate in writing, by email or verbally.
8. Within ten (10) business days of receiving a complaint, the Board Chair or designate will investigate and respond to the complaint. Complainants will be informed of the due process to be followed, and the outcome of the investigation. Where an investigation requires additional time, the complainants will be informed.

9. The Board Chair or designate will take the necessary steps in seeking to resolve the complaint to the satisfaction of all parties, and will provide the complainant with a written response.
10. Where the complaint involves the Board Chair, the complainant may submit their complaint in writing, by email or verbally directly to the Executive Director.
11. If the complaint is of a criminal nature, the police will be notified. No internal investigation will take place until the police have completed their investigation.
12. Based on the nature of the feedback, concern or complaint, a Serious Occurrence Report may be submitted to the Ministry of Community and Social Services.

Appeal Process

13. If the complainant is not satisfied with the outcome of the investigation, he/she may, within ten (10) business days of receiving the written response from the Executive Director or Board Chair submit an appeal to the Board of Directors, in writing, via email or verbally, outlining areas of disagreement or dissatisfaction.
14. The Board of Directors shall convene a meeting within ten (10) business days with a minimum of three (3) members of the Board of Directors to consider the appeal, decide on a reasonable resolution and then will provide a written response to the appeal.

Formal Complaint Form

Instructions

Please fill out and submit this form to the Executive Director/ Board Chair or designate.

Name:

State your complaint in detail, including the date(s) or act(s) causing grievance.

Identify other employees or individuals with personal knowledge of your complaint.

State briefly your efforts to resolve this complaint.

Describe the remedy or solution that you would like.

Signature:

Date:

Received by (EAF Board/employee):

Date Received: