

INSPIRE COMMUNITY SUPPORT SERVICES POLICY AND PROCEDURE			
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Topic	FEEDBACK AND COMPLAINTS	Effective Date	February 1, 2022
Issued by	Executive Director	Revision Date	
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1. POLICY

The Agency is committed to providing quality services in English and French. The Agency recognizes the right of a child, youth or adult in the Agency's care to be heard. To this end, the Agency will provide opportunities for individuals in care and/or their significant others to provide feedback or to express concerns or complaints.

A client or someone from the general public may have feedback about or may not be satisfied with:

- quality or language, of a service provided or not provided,
- the behaviour or decisions of an employee,
- the practices, policies or procedures of the agency,
- accessibility standards for customer service, or
- privacy/confidentiality

Inspire welcomes feedback from its service users regarding the services it provides. All feedback in the form of a complaint will be responded to in accordance with the procedures outlined in this policy.

Definitions:

"Feedback" may be positive or negative (including a complaint) and is related to the services and/or supports provided by the Agency.

A "complaint" is an expression of dissatisfaction related to the services and/or supports provided by the Agency. A complaint may be expressed by any person who is receiving services and supports or a person acting on their behalf for clients with a developmental disability.

This feedback and complaint policy is posted on Inspire's website: www.inspire-sdg.ca.

2. PURPOSE

The purpose of this policy is to provide information on the handling of feedback and complaints as well as provide guidance to staff on how to facilitate the expression of feedback, concerns or complaints.

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3. SCOPE

This policy applies to all employees.

4. RESPONSIBILITY

It is the responsibility of the Agency to provide contact information on its website for the general public to request information, provide feedback or submit a complaint. The person receiving the feedback or complaint should address the matter if the issue is within his/her realm of responsibility or refer the complaint to the appropriate supervisor for action as appropriate.

It is the responsibility of the Agency to provide clients, parents/guardians with an orientation to its services, the mission, vision and values guiding the Agency's work and to inform them of their right to provide feedback or a complaint when not satisfied with the services they are receiving.

It is the responsibility of the Manager of HR, Administration and Quality Assurance to implement methods of client satisfaction and to report on such annually or more frequently, as required.

It is the responsibility of the Board of Directors to regularly review and approve this policy.

5. PROCEDURE

5.01 All new clients are provided with an orientation to services which includes the provision of the Agency's Vision, Mission and Values and the procedure to provide feedback and complaints.

5.02 All feedback is welcome at any time. If an individual needs assistance with providing feedback, they can ask for help at any time.

5.03 If you are not satisfied with the services provided by the Agency, a written complaint can be made. Before making a formal written complaint, we encourage all individuals to speak with the employee they are working with. All employees will attempt to personally resolve any verbal complaints immediately upon receipt. Should the

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complaint be unresolved, the employee will provide the Agency's "Feedback and Complaint Form" to be brought forward to the appropriate supervisor. If assistance is required in filling out the official complaint form, a staff member with no direct case involvement can be assigned to help complete the report.

5.04 Providing Feedback (not in the form of an official complaint):

The Agency welcomes your feedback and encourages clients and individuals to share any comments, suggestions, negative or positive about the services by:

- Speaking to a staff member or the client's worker
- Emailing comments to feedback@inspire-sdq.ca
- Dropping off comments in writing at the reception desk
- Completing client satisfaction surveys when generated by the Agency
- Mailing comments to 26 Montreal Road, Cornwall, Ontario, K6H 1B1 or 775 Campbell Street, Cornwall, Ontario, K6H 7B7

If feedback is provided pertaining to a specific Inspire staff, they will be informed of the feedback received. Inspire is committed to providing quality services. Negative feedback will help identify and resolve any concerns. Positive feedback will help the Agency understand what it is doing well and how it can continue to meet our clients' needs.

All children in care of our Agency Respite Home will be provided with opportunities by Residential Counsellor's to express concerns or complaints in the following manner:

- I. In the presence of other individuals in care and Inspire employees.
- II. In private to Residential Counsellors.
- III. In private to the Program Manager-Residential, Respite and Community Support Services
- IV. In private to any other Inspire employees.

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5.05 Providing feedback in the form of a complaint:

Step 1:

- Attempt to speak to the worker you are dealing with regarding your complaint by speaking to them directly. If not satisfied with the solution and explanation/reasons provided, request a conversation with the direct program manager.
- If the complaint is in relation to the way the service operates, ask the worker to direct you to the manager

Step 2:

- If you are not satisfied with the given solution and explanations after speaking with your worker and their manager, you can submit a written complaint to the Director of Programs and Services using the Feedback and Complaint Form provided with this policy.
- All written complaints should include the following information:
 - your name, address, phone number and email address
 - the nature of the complaint
 - the name of the employee (s) involved if applicable
 - a statement of facts
 - the date of the complaint or of any incidents
 - Signature and contact information of the person making the complaint
- The Director will acknowledge your feedback in writing or by telephone within 2 business days of having received the written complaint. When the complaint is in regards to the Family Respite Program, the Director will contact the complainant to acknowledge the complaint within 24 hours of receiving the complaint. Should the complaint be regarding the Family Respite Program the Director and Program Manager will determine if any immediate action can be taken to resolve the complaint within the first 24 hours. If nothing can be done to resolve the complaint the Director and Program Manager will start to determine if the

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complainant will need any kind of supports in place to participate in the complaints review process. Upon request, the complainant will be kept up to date with the status of the complaint review.

- Upon receipt of the complaint, the Director will address, investigate and resolve the complaint and provide a written response within 7 to 10 business days. The Director will also inform the Executive Director and advise on steps taken to investigate and resolve the complaint.
- A complaint that reaches Step 2 is required to be reported as a Serious Occurrence Report as per the MCCSS guidelines.

Step 3:

- If you are not satisfied with the result of the written response provided in Step 2, you can make a written complaint to the Executive Director or designate within 10 days of the date identified on the written correspondence provided to you at Step 2.
- A response will be provided to you by the Executive Director or designate in writing or by telephone if required within 10 business days of receiving the complaint.
- A complaint that reaches Step 3 is required to be reported or followed-up on as a Serious Occurrence Report as per the MCCSS guidelines.

Step 4

- If you are not satisfied with the result of the written response provided in Step 3, you can make a written complaint to the Agency's Board of Directors within 10 days of the date identified on the written correspondence provided to you at Step 3.
- A response will be provided to you by the Board Chair or designate in writing or by telephone if required within 15-20 business days of receiving the complaint.
- A complaint that reaches Step 4 is required to be reported or followed-up on as a Serious Occurrence Report as per the MCCSS guidelines.

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Step 5:

- If you are not satisfied with the result of the written response provided in Step 4, you can make a written complaint to the proper Ministry Program Supervisor according to the funded program in question (Ministry of Children, Community and Social Services or Ministry of the Attorney General). Contact information will be provided when a complaint reaches Step 5.

It is to note that where extensive and lengthy investigations need to be considered or when there are extenuating circumstances, the timelines outlined in the various steps may be extended.

5.06 Feedback about Accessibility Standards for Customer Service

Feedback or complaints received on accessibility customer service standards will be reviewed as per the procedures outlined in this policy.

5.07 Feedback about Language

As an Agency with officially designated programs under the Ontario French Language Services Act, Inspire commits to providing French services and to ensure their accessibility, quality and continued availability for the communities we serve. Feedback or complaints received on French language services will be reviewed as per the procedures outlined in this policy.

5.08 Feedback on Social Media

Posts that reflect a person's own experience with Inspire services will be considered "feedback". In such cases, the employee who became aware of the post will report this feedback to the appropriate Manager and inform the Manager of HR, Administration and Quality Assurance. A courtesy follow-up contact may occur outside of social media. Depending on the content of the feedback, the Agency may decide to request the deletion of the comment and the Manager and/or Director may request a follow-up with the individual who posted the feedback.

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5.09 Providing Anonymous Feedback or a Complaint

Feedback or a complaint that is received anonymously will be reviewed by the relevant department Program Manager and/or Director. Information will be taken into consideration and a response may or not be initiated based on the nature of the feedback or complaint. No follow-up or step process will be completed due to the unknown source or client situation in question.

5.10 Feedback and Complaints Records:

- All feedback provided to Inspire will be kept in a Feedback and Complaint records file by department. When feedback is received, the receipt date will be tracked as well as responses provided regarding the feedback received.
- Feedback records contain all correspondence, notes, proceedings, examinations and findings relative to the feedback.
- Feedback records are confidential and only accessible by those who are authorized in accordance to privacy regulations and by those involved in the feedback or complaint.
- When both the complainant and Inspire come to a mutual agreement or when all conclusions have been provided to the complainant, the complaint is closed.
- The Manager of HR, Administration and Quality Assurance will collect, analyze and report on data related to all feedback. Any details related to feedback shall remain strictly confidential.
- All feedback received will be reviewed by the Directors and Executive Director to assist in improving service operations.

6. ATTACHMENTS

Feedback and Complaint Form