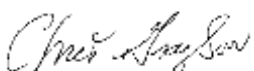


OPERATIONAL POLICY

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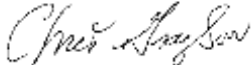
POLICY:

Community Living Upper Ottawa Valley will ensure that all people receiving support are aware of their right to express complaints/provide feedback about any Community Living Upper Ottawa Valley service or support and to seek remedy. Community Living Upper Ottawa Valley will encourage and provide processes to receive feedback or complaints from community members and the general public.

PROCEDURES:

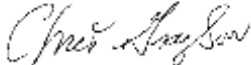
1. People supported (family member or other representative) have the right to express a complaint/provide feedback to Community Living Upper Ottawa Valley at any time.
 - a) An individual has the right to expect whatever assistance is required to make such a complaint.
 - b) An individual has the right to seek outside help.
 - c) If the complaint is one of abuse, Community Living Upper Ottawa Valley Operational Policy on Freedom From Abuse and Serious Occurrence Policy will come into effect and these procedures will be subordinate.
2. This policy and procedure will be explained to each individual supported in a manner that he or she can comprehend and with the assistance of others external to Community Living Upper Ottawa Valley to aid in his or her understanding.
3. An individual supported by Community Living Upper Ottawa Valley is expected to attempt to resolve his or her complaint informally with the staff or person directly involved, when possible and appropriate. Informal resolution will be documented on a Complaint form through the AIMS database and forwarded appropriately.
4. Any complaint concerning the operational, physical or safety standards of the service that is considered by Community Living Upper Ottawa Valley to be of a serious nature will be reported as a Serious Occurrence as per Serious Occurrence Policy.
5. The process for investigating matters of complaint will be free of conflict of interest. If a conflict of interest exists the Quality Enhancement Coordinator will lead the investigation. If the conflict of interest involves this role, then the Executive Director will lead the investigation or outside advocacy will be sought to ensure fair and unbiased decisions are made throughout any point in the investigation that warrants such.

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6. Failing informal attempts to resolve a complaint an individual supported may present (in written or other form) the details of the complaint to the appropriate Service Coordinator. The Service Coordinator will document all facts about the complaint and send a copy to the individual supported, and the individual's file after review by the Executive Director.
7. A person, who lodges a complaint against the organization or its employees, shall be protected against coercion, intimidation, bias, or retaliation in any form, subtle or overt, or barriers to services.
8. The Service Coordinator will meet with the individual making the complaint (and a representative of his or her choice if so desired) to explain the complaint process and attempt to resolve the complaint to the individual's satisfaction. This meeting(s) will occur within three working days.
9. If the complaint is resolved at this level, the Service Coordinator will document the resolution and send a copy to the individual supported and to his or her file after review by the Executive Director.
10. If the complaint is not resolved at the Service Coordinator level, all documentation will be forwarded to the Executive Director or designate, who will investigate the situation, and meet with the individual supported, a representative of his or her choice and the appropriate supervisor and staff.
11. The Executive Director will document all facts about the complaint and send a copy to the individual supported, and the individual's central file.
12. The Executive Director will meet with the individual making the complaint (and a representative of his and her choice if so desired) and appropriate staff in an attempt to resolve the complaint to the individual's satisfaction. This meeting(s) will occur within five working days.
13. If the complaint is resolved at this level, the Executive Director will document the resolution and send a copy to the individual supported and to his or her file.
14. If the issue is not resolved at the Executive Director level, within 30 days all documentation shall be forwarded to the President of the Board. The Board at its next regular meeting will appoint a Committee who will convene a meeting(s) of all parties in a final attempt to resolve the situation.
15. After investigation and deliberation the Committee shall make recommendation to the Board of Directors concerning the complaint at the next meeting of the Board of Directors.

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16. The President will respond in writing to the individual supported as to the disposition of his or her complaint.
17. Documentation of all steps and information will be kept in the central file of the individual being supported.