

## Ingersoll Support Services Inc.

### Policy: Service Complaints and Feedback

**Policy # S 11**

Section: Services

Approved by the Board of Directors: *March 19 2009*

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Ministry requirement –  
MCSS Policy Directive 1.0

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*Anyone may wish to compliment or complain about any aspect of our services. Sharing of positive comments and complaints will contribute to the agency's continued growth and development. A complaints and feedback process can assist ISSI to take steps to better support people and improve our practices. We will ask for, document, and review all feedback, and attempt to resolve all complaints. Wherever possible, we will make reasonable efforts to resolve or address the matter to the mutual satisfaction of both the person who has made the complaint and ISSI.*

### Procedure:

1. Feedback might be either **positive** or **negative**. This might include complaints about our support. We might hear feedback from people in a number of different ways. We should also ask for feedback by having different ways to survey people. We might also receive feedback when we have not asked. This might be in the form of a letter or a complaint to a staff person.
2. A **service complaint** is when someone has expressed unhappiness about our services or supports. This policy uses the term complaint to include feed-back or constructive criticism. This does not include information that does not have to do with ISSI or its supports. It also does not include when someone has provided unfair or unreasonable feed-back. A complaint or feedback can come **from anyone**:
  - a. Someone who is supported by ISSI
  - b. A person who is properly acting on behalf of someone we support – a friend or a family member; and
  - c. Someone from our community.
3. A review of the complaints and feedback received can help ISSI to identify issues and risks. We will also see where we fail to meet expectations of the community, people we support, families and other people who are involved.
4. We will also comply with the Accessibility rules for a feedback process under the Accessibility Standards for Customer Services (Ontario Regulation 429/07, made under the Accessibility for Ontarians with Disabilities Act, 2005. See our Policy #S.15.)
5. ISSI will ensure that the feedback process is easy to understand for those who want to provide information. We will provide information in plain language about the complaints and feedback process. We will do this for all people who receive our services (or a

person properly acting on their behalf.) ISSI will provide this policy and procedures to any person who requests it.

6. The people we support should know that:
  - a. ISSI will receive complaints or feed-back **formally** or **informally**. This can be by letter, phone call or by speaking to any staff member. We will look for input by surveys and informal requests for feedback.
  - b. We will make sure that no one is afraid or unfairly persuaded during or after the complaint review. We will do this by asking the person with the complaint about this privately.
  - c. We will respond to all complaints or feedback we receive. All complaints will be made known to the Executive Director and the Board of Directors through annual reporting.
  - d. We will respond in a timely manner. All service compliments and complaints will be documented. Persons that provide formal feedback will receive immediate acknowledgement of their feedback. This will include any resulting actions based on concerns or complaints that were submitted as per Policy S.15.
7. We will make sure that there is no conflict of interest when there is a complaint. When a concern about ISSI services has been received by any employee or board member, it is the obligation of that person to forward the information to the Supervisor of the employee that the complaint is about. If the complaint is about the Supervisor, the information will be forwarded to Management to avoid a conflict of interest. In the case of a complaint about the Executive Director it is to be forwarded to the Board President.
8. The steps a staff member should take if they receive a complaint include:
  - a. Tell their Supervisor or the On-Call person within 24 hours in case the complaint is a Serious Occurrence.
  - b. If it is a Serious Occurrence the Supervisor or On-Call person should report it within 24 hours.
  - c. The complaint should be reported to Management immediately. It can then be decided who should respond to the complaint.
  - d. The complaint should be documented and added to a tracking report.
  - e. The person responsible for responding should reply within 1 business day to acknowledge receipt of the complaint.
  - f. The person responsible for responding will reply to the complaint within 5 business days with an attempt at resolution. If the issue cannot be resolved within that time period they will respond identifying a reasonable time frame.
  - g. If there is not a satisfactory response to the complaint, the person making the complaint should forward the information to the next supervisory level. The final level is the Board President.
9. ISSI will make sure that a person who submits a complaint or provides feedback is not at risk of having his/her services and supports negatively impacted or withdrawn as a result. We will make sure support is effectively provided to the person supported during and after the process. Where needed, we will involve an external advocate. If requested by the person with the complaint we will involve a member who acts representing a self-advocacy group.

10. ISSI will make sure it keeps the law when receiving a complaint. We will do this by following the reporting requirements in the Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008 and its regulations. Where necessary a complaint will be:
  - a. **Reported to the police** (i.e., as in the case of alleged, suspected or witnessed abuse that may constitute a criminal offence, as required by Ontario Regulation 299/10 regarding quality assurance measures made under the Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008); and/or
  - b. **Reported to the ministry** as a serious occurrence through the ministry's serious occurrence reporting process (based on the nature of the complaint/feedback). See our Policy S.8.
11. In order to continue learning and growing ISSI will have a review of the complaints and feedback received to evaluate the effectiveness of its policies and procedures. We will do this on an annual basis to make sure that our process is effective. We will review this policy as well.
12. The Board of Directors will review reports of complaints and feed-back on a periodic basis. They will also do this once a year as part of our Risk Assessment process. We will also receive feed-back from the Ministry of Community and Social Services about our risk Assessment. ISSI will share information about its complaints/feedback process, and/or about complaints/feedback, as part of the Ministry's Risk Assessment process, upon request by the ministry.