

POLICY CATEGORY: Standards of Conduct

Policy: Complaint Policy – Clients, Volunteers and Community Members

Approval Date: February 2004

Approved by: Board of Directors

Revision Date: April 19th, 2012

Approved by: Board of Directors

Revision Date: January 2017

Approved by: Board of Directors

POLICY STATEMENT

Delta Family Resource Centre is committed to providing the best possible services to families of the community it serves. DFRC supports the rights of participants, volunteers and community members to access a transparent process when making complaints about the programs and services the agency offers. DFRC is guided by the values of inclusion, empowerment, transparency, integrity and accessibility.

Delta Family Resource through this complaint policy ensures that complaints are addressed promptly and in a fairly manner.

POLICY PURPOSE

The purpose of this policy is to provide a process for clients, volunteers and community members to express and resolve complaints related to their experience with DFRC.

DEFINITION

Complaints may take place after informal resolution or problem solving has failed. Complaints may include but are not limited to:

- Quality of programs and services we provide
- How we operate our programs and services
- Our policies and guidelines
- How we serve participants, volunteers and residents
- Programs and services logistics
- Impact of programs in families and community

TIME LIMITS

The time limit for filing a complaint under this policy is 30 days from the time of the incident. Time limit can be waived in extenuating circumstances to be determined on a case-by-case basis.

MAKING A COMPLAINT

A complaint can be made directly (verbally, by email (info @dfrc.ca) , phone (416 747-1172), fax (416 747-7415), or letter to any staff person. Written complaints can be submitted to our office or a staff person and will be brought to the attention of the relevant Manager or the Executive Director. Complaints involving the Executive Director should be addressed to the President, Board of Directors, Delta Family Resource Centre., 2972 Islington Ave, M9L 2K6; info@dfrc.ca.

PROCEDURES

Complaints in person, by telephone or by letter

Complaint Review

1. When the staff providing the services receives any complaint, the staff must provide a copy of the agency's client complaint policy and explain to the client policy and procedures and his or her rights. The client and worker should review the complaint as soon as possible.
2. If nature of complain is about another staff or services provider, the staff receiving the complaint shall refer the complaint to the appropriate supervisor or manager who may act as facilitator in the resolution of the complaint.
3. If the complaint is directed to supervisor and it is related to a staff person's behavior, actions or decisions, the supervisor should hear the complaint, but offer no action until matter is discussed with the staff person. If the complaint confirms specific unethical behavior or ineffective services, supervisor will follow internal disciplinary process.
4. All response to complaints must be provided within 5 working days. If complainant is not satisfied, he or she can request complaint to be directed to the manager supervisor or as per client specific request, the Executive Director can become involved at this point in the process.

Role of Management

5. The management supervisor will review information, seek comments from staff involved and call or arrange a meeting if requested by the client to resolve concerns or issues.
6. If the manager does not resolve the complaint, the matter may proceed to the Executive Director who will review complaint and communicate a decision verbally or in writing to the complainant within 2 weeks of receive complaint.
7. If the complaint is not solved satisfactory, the complaint can be directed to Chair of the Management or Personnel committees of the Board in writing.
8. The client can expect a verbal or written response from the Chair of the indicated committees or designate within one calendar month.
9. Complaints by letter will be acknowledged within one week. If complaint in writing is related to internal staff, Executive Director or designate will solicit information or comments from

staff and respond to complainant on staff response. If complaint is not resolved, the Executive Director will review the case and involve the President of the Board at her or his own discretion.

Documentation and Reporting

All staff and managers should document complaints received. Managers must keep files and record of complaints including: complaint forms, resolution, follow up, and any written documentation pertaining to the process.

A report regarding the nature of complaints and results will be provided to the Board of Directors on an annual basis. If the complaint created a significant potential risk to the organization,, it must be brought to the attention to the board of directors in a timely manner.

Updated January 2017