



| | | | |
|------------------------|---------------------------------|-------------------------------|---------------------------|
| POLICY: | FORMAL COMPLAINT POLICY | | |
| POLICY SECTION: | RIGHTS OF PERSONS SERVED | DATE APPROVED: | SEPTEMBER 26, 2017 |
| APPROVER: | Chief Executive Officer | DATE REVIEWED/REVISED: | |

| | |
|--------------------|--|
| PURPOSE | <p>Children's Treatment Network (CTN) encourages families to provide feedback, and to make formal complaints when necessary, without fear that their service will be impacted in a negative way. This policy sets out the process for submitting formal complaints, and how CTN will work with partners to resolve formal complaints. This policy replaces the Family Relations Policy approved in 2011.</p> |
| APPLICATION | <p>This policy addresses all formal complaints from clients and families or caregivers.</p> <p><u>Definitions:</u></p> <p>a) Issue or Concern: A client/family may express concern or complain about an issue or challenge that can be resolved in discussion to the person's satisfaction, or is not intended as a formal complaint.</p> <p>b) A formal complaint is defined as a complaint received in writing, or where the client/family has indicated that the complaint is intended as a formal complaint to be resolved, and is transposed into written form by the person receiving the complaint.</p> <p>c) A complaint about the operational, physical or safety standards of the service that is deemed serious by CTN is reportable to the Ministry of Children and Youth Services (MCYS) as a serious occurrence or enhanced serious occurrence within the identified timeframe.</p> <p>The following are not included in the scope of this policy:</p> <ul style="list-style-type: none"> • Issues or concerns can be addressed through the Stakeholder Suggestions and Feedback Policy • Privacy complaints are addressed through the Privacy Complaint Procedure • Employee complaints are addressed in the Employee Complaints Policy • The process for partner concerns is addressed in the Partnership Agreement |
| POLICY | <p>CTN acknowledges the rights and responsibilities of clients/families to make a formal complaint, and encourages clients and their families/caregivers to express their concerns and complaints so that issues can be resolved in a timely fashion.</p> |



No issue, concern or formal complaint received will result in any negative impact or barriers to service for the client or family.

CTN is responsible for implementing a complaint process that is:

- clear and understandable
- readily available to all clients and stakeholders
- responsive to client complaints, and,
- leads to improvement.

Clients and families are encouraged to discuss concerns and complaints directly with the service provider delivering the service. If the client or family is uncomfortable discussing the concern or complaint with the service provider, or if the complaint is not resolved, a formal complaint may be submitted in writing to the provider's organization, or to CTN. Network partners contracted by CTN to deliver services are required to notify CTN about formal complaints received. If a formal complaint is made to CTN, CTN will communicate with and engage the contracted partner organization to jointly work on resolving the complaint.

Formal complaints can be submitted through the online complaint form on CTN's website, or can be made in writing and submitted to feedback@ctnsy.ca. The complaint should include detail such as who was involved, dates and times, locations, and contact information of the person making the complaint. A client/family may include an advocate or other assistance in submitting a complaint and in the subsequent investigation process. A person wishing to make a formal complaint may call CTN and indicate the need for the person receiving the complaint to put it in writing on their behalf, and to confirm the content.

Complaints are logged upon receipt, and directed to the appropriate director with the expectation of investigating the complaint within 5 business days.

If the complaint is not resolved in this initial phase, the complaint will be reviewed with the director, or the CEO as appropriate. This next stage will include such steps as needed to resolve the complaint within 4-6 weeks. If appropriate, this could include accessing independent, external assistance.



| | |
|-------------------|--|
| | <p>CTN will notify the person making the complaint, in writing, of any action to be taken to resolve the complaint. If the complaint cannot be resolved, CTN will notify the person making the complaint, in writing, of the outcome of the investigation.</p> <p>CTN reports an aggregate written summary and analysis of formal complaints to the Quality Committee quarterly, and to the board on an annual basis, or as needed. This report includes identification of any areas needing improvement, and steps taken or to be taken, to improve customer service and performance (e.g. training).</p> |
| PROCEDURES | <ol style="list-style-type: none">1. The Policy will be maintained on the CTN website and in SharePoint in a visible location, and incorporated into the <u>Your Guide to Services at Children's Treatment Network (CTN)</u>.2. All staff and providers encourage clients/families to discuss their concerns or issues directly with their service provider. These concerns may not become formal complaints, but the service provider will document the concern and steps taken in the client's shared electronic record.3. Formal complaints are submitted through the online form on the CTNSY website, or in writing to feedback@ctnsy.ca . A complaint may be submitted using any form that provides the requested detail, and if needed, someone making a complaint can call CTN and the complaint will be transcribed into writing. If a complaint is received by other means, it will be forwarded to the executive assistant immediately.4. Within 2 business days (or as needed for a serious occurrence), the executive assistant will:<ol style="list-style-type: none">a. Log the complaint into the complaint log on CTN's M driveb. Notify the person making the complaint that it was received, unless this has already occurredc. Redirect the complaint to the appropriate directord. If the complaint is deemed to be a serious complaint according to the Serious or Enhanced Serious Occurrence Reporting Policy, report it to the CEO or Programs and Services Director for reporting to MCYS.5. Within 5 business days, the director receiving the complaint contacts the following about the complaint: |



| | |
|---|---|
| | <ol style="list-style-type: none">a. The person making the formal complaintb. The relevant service providing organization(s) <p>6. The director or manager gathers information about the complaint, and investigates as needed. Investigation may include:</p> <ol style="list-style-type: none">a. Review of the client's shared electronic recordb. Interview with relevant stakeholders, including the client/family, and service provider(s) and their related supervisorsc. Discussion with network partners regarding program or systemic service issues <p>7. Resolution is logged and the complaint is closed satisfactorily, or is escalated to the appropriate senior management team member. If resolution is related to a performance issue of a contracted staff person, the employer's performance management policy will take precedence.</p> <p>8. The person making the complaint is notified in writing by the appropriate director, manager or CEO, of action to be taken, if any, and the resolution of the complaint is documented in the complaint log. This information is shared with the relevant service providers, and may be documented in the client's shared electronic record. If the person making the complaint has contacted the Ministry of Children and Youth Services, the action steps to be taken will also be shared with the Ministry contact.</p> <p>9. The Director of Planning and Evaluation reports all formal complaints in a summary analysis to the Quality Committee quarterly, and to the Board in the annual compliance report. This analysis is also used to inform planning related to risk, accessibility, quality, training and the operating plan/budget as appropriate.</p> <p>10. Complaints, and especially lessons learned, may be brought forward to the Clinical or System Operations Groups or other collaborative working groups, to discuss improvements at the network level.</p> |
| <p>References / related documents (LINKS) <i>(internal and external links)</i></p> | <p>HR Manual: Employee Formal Complaint HR Employee Suggestions and Feedback Policy Partnership Agreement Privacy: CTN Information Sharing and Management Policy Privacy: CTN Privacy Complaint Procedure Client Rights and Responsibilities Stakeholder Suggestions and Feedback Policy H&S: Serious and Enhanced Serious Occurrence Reporting</p> |