

Policy Section	Policy Number
Policy Name	
Family Relations	

Policy Statement and Expected Outcomes

CTN's Family Relations policy guides the acknowledgement of compliments and the resolution of complaints and appeals, recognizing that in most cases, the process will be inclusive of one or more Network partners.

Family feedback will be utilized to make operational decisions with respect to CTN's funded supports and services as part of CTN's Quality Management.

Definition and Scope

This policy addresses all family feedback regarding CTN funded clinical positions and services (1.A.), coordination of services (1.B.) Local Team facilities (2.B) and supports including Local Team Facilitators (2.A.). Complaints with respect to privacy are assumed under the Privacy Policy (name and number). See diagram 1.

Implementation

1. Families are encouraged to discuss their appreciation/concerns with their attending clinician(s), SPOC Coordinator, Team Lead or Local Team Facilitator (LTF) for input/to seek resolution. If the issue is not resolved it should be deemed a formal complaint.
2. Formal compliments/complaints are to be put in writing. Forms and instructions for submitting a compliment or complaint are posted on SharePoint, the CTN website, and available in each Local Team site for family access.
3. Compliments/complaints that are presented verbally are transposed in to writing by the recipient and reflected back to the family for verification of content.
4. If the family contacts CTN directly, the compliment/complaint is logged, however, CTN will encourage families to talk with the clinician(s), SPOC Coordinator, Team Lead or Local Team Facilitator first and will have them, in turn, contact the family.
5. If the family contacts the Ministry directly, the Ministry contact will forward the complaint to CTN's CEO who in turn forwards on to the appropriate Director. The appropriate Director will be in contact with the family to receive the complaint directly and to document the complaint.

6. Compliments/complaints are directed to different managers within the network depending on the content:

1.A. Clinical Services:

- The compliment/complaint is forwarded on to the clinician's manager
- For complaints, the clinician/agency manager discusses possible solutions/resolutions with the family
- Unresolved complaints are forwarded on to CTN's Director of Clinical Operations (or Director of Access when the complaint is centred around CTN's Access) who in turn contacts the family and works with the agency manager to come to a resolution
- The complaint will be forwarded to CTN's CEO for a final decision when required

1.B. Coordination of Services

CTN has made a commitment to families to facilitate the coordination of services – both funded and non-funded.

- The compliment/complaint is forwarded on to the Team Lead/SPOC coordinator's manager
- For complaints, if there is no Team Lead/SPOC Coordinator or the complaint is not resolved, the complaint is forwarded on to CTN's Director of Clinical Operations who discusses the issue further with the family and is in contact with the relevant service provider agencies' managers to facilitate service coordination
- The complaint will be forwarded to CTN's CEO for a final decision when required

2.A. Local Team Facilitator

- The compliment/complaint is forwarded on to CTN's Director of Clinical Operations who engages in a further discussion with the family, the LTF and the LTF's manager
- For complaints, the Director of Clinical Operations will seek resolution with the family and will be forward the issue to CTN's CEO for a final decision when required

2.B. Local Team Facilities/Equipment

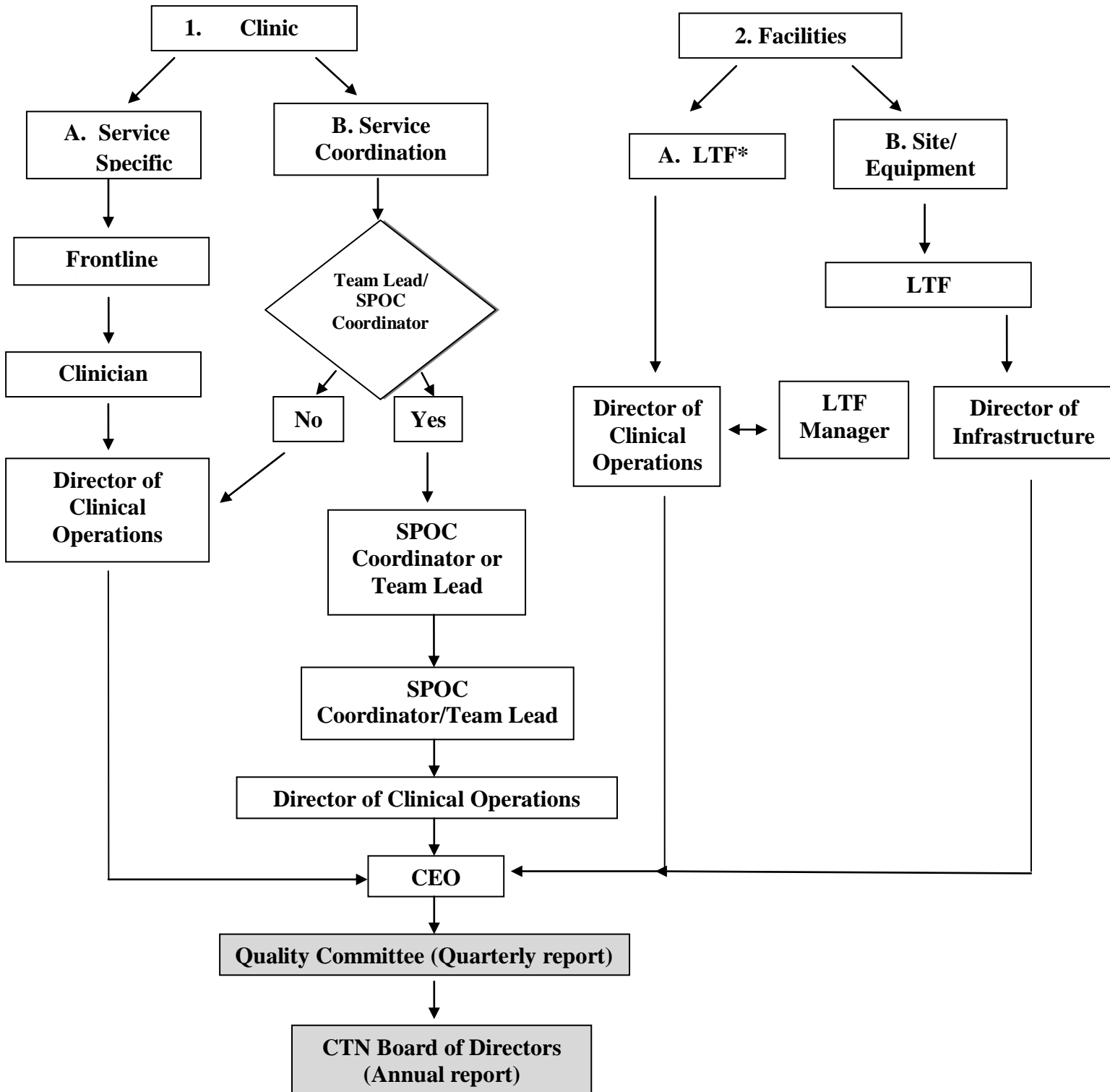
The compliment/complaint is forwarded on to CTN's Director of Infrastructure. For complaints, the Director of Infrastructure discusses the issue further with the family to seek resolution and/or to make changes to the facility/resources. The complaint will be forwarded to CTN's CEO for a final decision when required. See Policy: 3.1.4 Critical Incidents/Serious Occurrences: Management and Reporting for direction when the complaint is in response to a critical incident.

Timelines and Reporting

1. Compliments/complaints are to be documented on the Family Relations Form.
2. All documented compliments/complaints are to be reviewed and the first contact/acknowledgement with the family by the recipient (e.g. clinician, manager or CTN director) will be made no later than 5 business days after receipt.
3. Complaints regarding service delivery and access will require an extensive review of the child's electronic record. Front line staff and managers are to document relevant clinical information and conversations that they have had with the family in response to clinical complaints and the resolution if achieved.
4. All resolutions are to be documented in the Complaint Resolution portion of the Family Relations Form by the person who achieves resolution with the family and faxed to CTN's Executive Assistant at 905-773-7090 within 5 working days of resolution.
5. All documented compliments should be faxed to CTN's Executive Assistant at 905-773-7090 within 5 working days of receipt of compliment.
6. Complaints that are escalated to CTN management must be faxed to CTN's Executive Assistant at 905-773-7090 within 2 working days after resolution has failed.
7. CTN's Executive Assistant logs all compliments/complaints in a Family Relations Log and forwards them to the appropriate CTN Director according to the nature of the compliment/complaint.
8. If a complaint reaches a CTN senior management, resolution will be sought within 4-6 weeks from the time of receipt. Resolutions will be documented for the family in writing and shared with the supervising manager as appropriate. The resolution will be documented in the child's shared electronic record if it influences the care to be provided.
9. For complaints that came from the Ministry's office, resolution documentation will be sent back to the Ministry contact.
10. If the complaint is directly related to performance issues of a network staff member, this information will be shared with the staff's manager by the CTN Director and it is expected that the agency's policies and procedures regarding performance issues will be implemented. The CTN Director would be notified of the plan by the manager and this would be documented in the Family Relations Log.
11. Complaints that result in a shift in practice for providers may require a debrief around the complaint; lessons learned and the development of processes to avoid a similar complaint.
12. Compliments/complaints of a systemic nature may be brought to the Systems Operations or Clinical Operations Groups for discussion and decision-making with all Network partners in order to inform ongoing practice.
13. The Family Relations Log is reviewed quarterly by the Quality Committee for quality improvement consideration in the Network's operating plan and/or to meet accreditation standards.
14. As part of the annual budget development cycle, the Family Relations Log will be reviewed for issues that require resourcing.
15. An annual count of compliments and complaints will be provided to the Board of Directors.

Family Compliment/Complaint

Information/Problem solving flow



*LTF- Local Team Facilitators

Reference and Links:

- [Family Relations Form \(click here\)](#)

Contact:

CTN Executive Assistant

Date: Sept - 2011	Date Approved:	December 8, 2011
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