



POLICY:	FORMAL COMPLAINT POLICY		
POLICY SECTION:	RIGHTS OF PERSONS SERVED	DATE APPROVED:	SEPTEMBER 26, 2017
APPROVER:	Chief Executive Officer	DATE REVIEWED/REVISED:	December 17, 2020

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.</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) Formal complaint: 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>The following are not included in the scope of this policy:</p> <ul style="list-style-type: none"> Stakeholder 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 Partner concerns are addressed in the Partnership Agreement
POLICY	<p>CTN acknowledges the rights and responsibilities of clients/families to make a formal complaint, and is committed to receiving and resolving such complaints in a timely manner.</p> <p>No issue, concern or formal complaint received will result in any negative impact or barriers to service for the client or family.</p> <p>The formal complaint process will be:</p> <ul style="list-style-type: none"> clear and understandable readily available to all clients and stakeholders responsive to client complaints, support quality improvement.



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PROCEDURES	<ol style="list-style-type: none"> 1. The Formal Complaint Policy will be maintained on CTN's web and SharePoint sites. 2. Clients and families are encouraged to discuss concerns and complaints directly with the individual service provider delivering the service. 3. If the client or family is uncomfortable discussing the concern or complaint with the service provider, and/or if the complaint is not resolved, a formal complaint may be submitted in writing to the provider's organization, or to CTN. 4. Providers contracted by CTN to deliver services are required to notify CTN about formal complaints received. If a formal complaint is made directly to CTN, CTN will communicate with, and engage, the contracted partner organization to jointly work on resolving the complaint. 5. Providers should document complaints as per their agency procedures. 6. Formal complaints may be submitted as follows: <ul style="list-style-type: none"> • directly to a member of the CTN leadership team who will document the complaint • through the online complaint form on CTN's website, or can be made in writing and submitted to feedback@ctnsy.ca or by Fax: 905-773-7090 • the complaint should include detail such as who was involved, dates and times, locations, and contact information of the person making the complaint. 7. A client/family may include an advocate or other assistance in submitting a complaint and in the subsequent investigation process. 8. The individual receiving the complaint will direct the complaint to the appropriate CTN leader to address it. 9. The CTN leader addressing the complaint will; <ul style="list-style-type: none"> • Confirm with the individual making the complaint that they will be investigating and will report back to them • Will add the complaint to the log: M:\Risk\Reporting\Complaints\Complaint Log • Initiate Investigation of the complaint within 5 business days. • Review relevant documentation, interview appropriate individuals and take other necessary steps to complete the investigation. 10. If the complaint is not resolved in this initial phase, review the complaint will
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	<p>be reviewed with the Director Programs and Services, who will involve the CEO, as appropriate. This next stage will include such steps as needed to address the complaint within 4-6 weeks. If appropriate, this could include accessing independent, external assistance.</p> <ol style="list-style-type: none"> 11. CTN will notify the person making the complaint, in writing, of the outcome of the investigation and follow-up action as appropriate. 12. If the individual making the complaint is not satisfied with the outcome, they may escalate the complaint to the CEO. 13. If the individual making the complaint is not satisfied with the CEO response, they may escalate the complaint to CTN's Board of Directors. 14. CTN will document the outcome of the process in the complaint log. 15. Where a complaint meets the criteria for a Serious Occurrence as defined by the Ministry of Children, Community and Social Services Serious Occurrence Reporting Guidelines 2019, CTN will report that complaint as per the Serious Occurrence Reporting Policy. 16. Where the person making the complaint has contacted the Ministry of Children, Community and Social Services, the findings of the investigation and action steps to be taken will be shared with the Ministry contact. 17. CTN will report an aggregate written summary and analysis of formal complaints to the Quality Committee of the Board on a semi-annual basis. This report includes identification of any areas needing improvement, and follow-up action plans as appropriate. 18. Complaint trends may be brought forward to the Clinical or System Operations Groups or other collaborative working groups, to discuss improvements at the network level.
<p>References / related documents (LINKS) (internal and external links)</p>	<p>HR Employment Terms & Conditions - Employee Formal Complaint HR Standards - Employee Suggestions and Feedback Policy CTN Partnership Agreement and Declaration Revised 2019 Privacy: CTN Information Sharing and Management Policy Privacy: CTN Privacy Complaint Procedure Client Rights and Responsibilities Stakeholder Suggestions and Feedback Policy H&S: Serious Occurrence Reporting</p>



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