

Section: Service Delivery	Policy Number:	SD 2.9
Policy: Feedback and Complaint Process for Individuals/Families Served	Total Pages:	1 of 3
	Date Approved:	2024/01
Policy Attachment(s): N/A	Date to be Reviewed:	2025/03

OVERVIEW

This policy outlines the process for receiving and responding to feedback, concerns, and complaints from individuals served and their family members. A clear and timely procedure promotes accountability and transparency in service delivery, ensuring that issues are addressed respectfully and consistently.

DEFINITIONS

For the purposes of this policy, terms will be defined as follows:

- (i) **Complaint:** Any verbal or written statement by a stakeholder of the organization that identifies a concern related to the Community Services Coordination Network.
- (ii) **Complainant:** An individual served or family member, guardian and/or advocate making a complaint or identifying a concern in good faith.
- (iii) **Good Faith:** A sincere intention to deal fairly with others without any malice or desire to defraud others.

SCOPE

The scope of this policy applies to individuals served, their family members, guardian and/or advocate.

POLICY

Community Services Coordination Network is committed to ensuring that the service provided to individuals and their families reflects excellence and accountability. To achieve this goal, CSCN promotes an organizational culture that is characterized by transparency, openness, and fairness. Individuals served and their family members, guardians and/or advocates are encouraged to provide feedback and bring forth their concerns, issues or complaints in a constructive manner. CSCN will work collaboratively with the individual or family members to address the identified concern, issue or complaint and find a solution in a timely manner.

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ROLES AND PROCEDURES

- If an individual who is eligible to receive services or is currently being served by CSCN and/or their family/guardian/advocate has an issue or concern, the issue should be submitted verbally or in writing. The concern/issue/complaint should be first directed to their staff contact for the individual served or the designated Manager. The complainant should clearly outline that they are filing a formal complaint.
- The staff contact person or designated Manager who received the complaint will document the concern/issue/complaint in writing and explore to resolve the situation within five (5) business days.
- If the complainant is not satisfied, then the complaint will be referred by the designated staff contact/Manager to the Director of Services of CSCN for further consideration.
- The designated staff contact and/or Manager provides a written report to the Director of Services that includes the following information:
 - Identification of the concern or complaint;
 - description of any relevant circumstances;
 - identification of any actions taken to repair the situation;
 - implementation of any potential risks; and
 - any other information the complainant deemed helpful to share.
- The Director of Service will directly contact and/or meet with the complainant and explore potential solutions and actions to repair the identified issue or concern.
- If the complainant is not satisfied, then the Director of Services will refer the situation to the Chief Executive Officer for further consideration.
- The Director of Services will complete a written report to the Chief Executive Officer that documents the identified concern or issue and any actions that have been explored to respond to the situation.
- The Chief Executive Officer will directly contact and/or meet with the complainant within five (5) business days to discuss the identified concern or issue and a potential resolution.

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- If the complainant is not satisfied, they may request in writing to the Chief Executive Officer their desire to escalate the complaint for Appeal. The request should include specific information regarding their dissatisfaction with the previously proposed resolutions. The Chief Executive Officer will advise the Board Chair and an Appeal Committee will be established.
- The complainant will be invited to meet with the members of the Appeal Committee to discuss the identified issue or complaint.
- The complainant will be advised of the decision of the Appeal Committee within five (5) business days.
- The Chief Executive Officer with the direction of the Board Chair will advise the Ministry of Children, Community and Social Services of any situation where an identified issue or concern cannot be resolved to the satisfaction of the complainant.
- The Director of Services will keep a record of all complaints and feedback.
- The Chief Executive Officer will conduct an annual review and analysis of feedback received and how concerns raised in the feedback were addressed and evaluate the effectiveness of its policies and procedures on the feedback process for the Board of Directors.