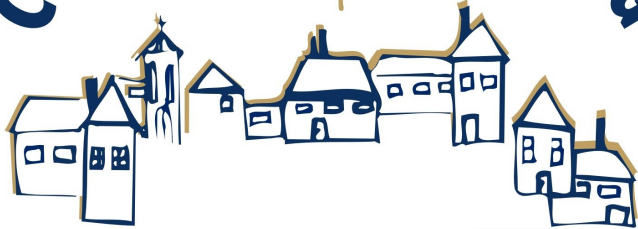


COMMUNITY LIVING

St. Marys & Area



We're listening

We're listening

Do you Have Concerns?

Do You Have a Complaint?

I have something to say



We're listening

www.communitylivingstmarys.com

People using services, their families, volunteers, and the general public have a mechanism to express their views of the services provided by the Association.

What is a Problem?

What is a Formal Complaint?

What is a Problem?

Step 1: A problem is a situation where you personally feel or you have witnessed someone not being listened to, respected or supported.

When you have a problem you should first try to speak directly with the staff person themselves. You may be able to work together to find a solution that will make you both happy.

If you need help to speak to the person face-to-face, you can ask someone to help you, this person is called an advocate, someone who speaks up for you or helps you speak up for yourself. This could be a friend, someone else using services, a member of People First or a family member. You may be able to work a solution out together.

If you cannot reach a solution you need to think about how serious is this concern on a scale of 1 to 10.

1-----5-----10

Minor Concern

Somewhat Concerning

Very Concerning

Required follow-up at some point

Needs to be resolved, I may need help to do this

Needs to be dealt with immediately

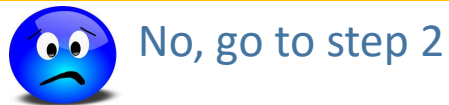
What is a Formal Complaint?

Step 2: If your problem was not solved during the face-to-face conversation and you have a serious concern, you will need to fill out a formal complaint form.

Follow These Steps to Resolve a Problem

Step 1: Discuss concern with person(s) most directly involved to reach a solution. (Refer to Policy S10, S11 and S13 in the Policy and Procedure Manual for detailed procedure.)

RESOLVED?



Step 2: Fill in a complaint form and enclose it in a sealed envelope and give it to the appropriate Community Living personnel. Your complaint will be investigated and if necessary forwarded to the next supervisory level for consideration and resolution. Your complaint will be kept confidential in most situations.

*Depending on the nature of the complaint, police and/or the Ministry of Community and Social Services may be contacted.

RESOLVED?



Step 3: Ask for the Executive Director to review the report and to respond. Board President or an independent mediator may be involved. Their decision will be final.

Any actions taken to resolve complaints will follow these Guiding Principles:

- ◆ Complaints about services are welcomed without fear of reprisal.
- ◆ Complaints are dealt with right away and resolved as quickly as possible.
- ◆ Complaints are confidential and protect the individual's privacy.
- ◆ The complaint review is fair, doesn't take sides and is respectful to everyone involved.
- ◆ The person with the complaint will be told they may speak to someone else if they are not satisfied with how they are treated or how the issue is dealt with.
- ◆ The person with the complaint will be told the reasons for how decisions about the complaint are made.
- ◆ The person with the complaint will be kept up to date while the complaint is being reviewed.
- ◆ Complaints are used to help improve services, policies and procedures.

Got a Question?



Contact us, we can help
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St. Marys Ontario

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