

## **2.1 COMPLAINTS RESOLUTION**

### **PURPOSE**

To provide a complaints resolution process that is fair and accessible to participants, families, guardians, caregivers, employees, volunteers and other community members whenever there is a concern regarding BBCS.

### **DIRECTIVE**

Any concern or complaint must be dealt with in a prompt, effective and professional manner. Concerns and complaints that are significant, or expressed as such must be reported and documented to ensure effective communication and follow through. Any private and personal information is to be kept confidential from all parties other than those responsible for finding solutions to the concern(s).

### **PROCEDURE**

Complaints or concerns expressed about BBCS, its participants, employees, volunteer supports or services, formally or informally, may require action to resolve the issue. It is the responsibility of all employees to listen carefully to the person making the complaint and to receive and manage the complaint in a professional manner utilizing the following steps:

- all complainants will be advised of BBCS's complaint process;
- where appropriate, every effort should be made to resolve the concern at this first step of the process;
- the process will be carried out using the identified steps and the complaint resolution form in a reasonable time frame;
- the person with the concern must be informed of the progress in each step of the process; and,
- participants and families, guardians, or caregivers are encouraged and supported to have an advocate (i.e. professional caregiver, family, friend) assist them throughout the entire process.

## **PROCESS**

Timelines: Unless of an urgent nature, individuals bringing forth a complaint will be responded to within **7 working days**. If the complaint needs to be forwarded, at each step the receiver of the complaint has **7 working days** to respond.

Employees must use the attached form to process the complaint.

### **Step 1- Initial Contact**

The person(s) will express the concern to the individual involved. Both parties will attempt to:

- define the concern(s);
- clarify the issue(s);
- develop an appreciation and understanding of each other's point of view; and,
- resolve the concern(s).

The employee will inform the Directors of any resolved concerns.

If there is no resolution, the participant, employee or community member will refer the concern(s) to the next level at Step 2.

### **Step 2 - Directors Contact**

The person(s) will meet with the Director(s) or designate. At the meeting the Director(s) or delegate will:

- gather information
- contact the concerned person;
- attempt to resolve the concern(s) and then inform the involved parties;
- document the information by recording the issue(s) and possible solution(s); and,
- resolve concern.

The decision of the Director(s) is/are final and the concern(s) are considered to be resolved, workable or reachable within the mandate of BBCS. Once the decision is communicated to the involved party, the person raising the initial complaint has now exhausted all internal processes.

## COMPLAINTS RESOLUTION

Complaint made by: \_\_\_\_\_ Date: \_\_\_\_\_

Phone number of complainant: \_\_\_\_\_

Complaint received by: \_\_\_\_\_

### **STEP 1 - respond within seven (7) working days**

Complaint/Concern: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Immediate Action Taken: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Date forwarded or considered resolved: \_\_\_\_\_

**STEP 2 - respond within seven (7) days of complaint being forwarded**

Director(s) Follow-up/Recommendations: \_\_\_\_\_

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Date forwarded or considered resolved: \_\_\_\_\_

Communicated to Complainant on: \_\_\_\_\_

(date)

Put in writing