

Complaint/Feedback Policy	REF # SR.01	Revision # 00
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The purpose of this policy is to establish a formal process to report, address, and follow-up in a timely manner on all concerns and complaints/feedback brought to PHSS, providing a channel for a person to forward any complaint/feedback with the opportunity to be recognized and heard.

PHSS shall register, respond, and resolve promptly and fairly all concerns and complaints/feedback brought forward by persons supported by PHSS, their family, advocate or the general public. The process of complaint/feedback registration shall be conducted in strict confidentiality and shall follow the procedure as specified. Any complaint/feedback made in good faith will not be met with any adverse interference, coercion, discrimination, or reprisal as set out in alignment with *Ontario Regulation 187/22* and the *Patient Bill of Rights*.

Definitions

“Feedback” may be positive or negative (including complaints) and is related to the services and/or supports that are provided by a service agency. Feedback may be solicited (such as information and comments collected through a satisfaction survey or a comment box) or unsolicited (such as a letter from a person or family member about the services and supports that the agency provides). Feedback may be formal (such as the survey or letter noted above) or informal (such as a verbal complaint expressed to a staff person).

“Complaint” is an expression of dissatisfaction related to the services and/or supports that are provided by a service agency. A complaint may be expressed by a person with a developmental disability who is receiving services and supports from the service agency, or a person acting on their behalf, or by the general public, regarding the services and supports that are provided by the service agency. A complaint may be made formally (such as a letter written to the agency) or informally (such as a verbal complaint expressed to a staff person). A complaint does not include feedback on matters unrelated to the agency and the services and supports that it provides.

Procedure

If a person supported by PHSS, family, advocate or general public has a complaint/feedback about any of the rights, services proceed as follows:

- Notify the appropriate supervisor of the location the complaint/feedback is about. In most situations, this will be the location’s Coordinator.
- The supervisor must then write an incident report and submit to the Executive Lead or designate immediately while maintaining confidentiality.
- The complaint/feedback will be addressed by Executive Lead or designate within one week and the outcome will be addressed in writing and/or verbally to the person submitting the complaint/feedback.
- If the complaint/feedback relates to either abuse and/or a Serious Occurrence, the relevant policy from the *PHSS Staff Policy & Procedure Manual* must be consulted.
- If a satisfactory resolution is not reached with the Executive Lead or designate, the person submitting the complaint/feedback may request that the complaint/feedback be forwarded to the President & CEO.
- The President & CEO will attempt to resolve the complaint/feedback within five (5) working days and respond in writing and/or verbally to the person submitting complaint.
- If the complaint/feedback is not resolved at this level, the person submitting complaint may appeal to the Quality and People Supported Committee of the Board of Directors. Contact information is available through reception. The committee must respond in writing within five (5) working days.
- If the complaint/feedback is still unresolved, MCCSS, HCCSS, or the Ministry of Health may be contacted.

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Any person who had submitted a complaint and/or provided feedback will not be at risk of having their services and/or supports negatively impacted or withdrawn as a consequence of submitting the complaint/feedback.

A person supported by PHSS has the right at any time to request an alternate to speak to if they are not comfortable speaking with a supervisor or management representative.

Persons supported by PHSS are encouraged to have an advocate of their choice to be available to assist them through any complaint/feedback process as outlined in the *Advocate Involvement* policy within this section. The advocate may be a friend, another supported person in the agency, family member, or anyone that they feel comfortable with.

In the event that a conflict of interest occurs with the person who submits the complaint/feedback and those involved, an impartial third party will be assigned to address the complaint/feedback.

PHSS’s policies and procedures on the complaints and feedback process shall comply with reporting requirements set out in the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008* and its regulations. Where necessary, PHSS shall ensure that a complaint/feedback is:

- Reported to the police (i.e., as in the case of alleged, suspected or witnessed abuse that may constitute a criminal offence, as required by Ontario Regulation 299/10 regarding quality assurance measures made under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*; and/or
- Reported to HCCSS in the case that a complaint is raised in relation to abuse, neglect, and/or improper/incompetent service delivery to/of a person supported causing harm or risk of harm when that person supported falls under HCCSS as soon as possible and within twenty-four (24) hours of discovery. HCCSS must also be informed of the response to the complaint and, if requested, provided with written status updates on any related investigation by PHSS. Reports and investigations involving persons supported under HCCSS must follow procedures outlined in the *Provincial Abuse Manual*.
- Reported to MCCSS as a Serious Occurrence through the Ministry’s Serious Occurrence reporting process (based on the nature of the complaint/feedback).

PHSS shall conduct a review and analysis of the complaints and feedback received on an annual basis. This will be done in order to evaluate the effectiveness of the policy and procedure and to consider any revisions that may be needed.