

# Complaint Policy

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*Approved by Executive Director Robin Griller 23/07/2024*

## Intent

The intent of the Complaint Policy is to demonstrate St. Michael's Homes' commitment to its employees and visitors by providing the steps to be taken in the event a complaint is filed by an individual against an employee or the organization. The Policy initiates the steps to be taken by management once a complaint has been launched.

## Guidelines

### Responsibility to Hear Complaints

St. Michael's Homes seeks to continually provide a welcoming and comfortable environment which ensures trust and respect for all clients, visitors, staff, and volunteers. St. Michael's Homes wants to ensure individuals with complaints are able to voice their concerns, but that they should do so through proper channels of communication.

St. Michael's Homes recognizes that from time-to-time there will be complaints about the organization or its employees. All employees are obliged to be ready to give a verbal description of the complaint process, and anyone making a complaint is entitled to a verbal overview of the complaint process and/or a copy of this policy.

The proper channel for an individual to voice a complaint against an employee is to approach the following individuals in the order indicated:

- The employee against whom the complaint is directed;
- The employee's immediate supervisor;
- The Director responsible for program or operations oversight;
- A Director other than the Director responsible for program or operations oversight;
- The Executive Director.

### Procedure for Handling Complaints Regarding Individuals Providing Service

1. If a complaint is made by a client, visitor, or member of the public regarding an individual providing service and is received directly by the individual providing service, the employee and the plaintiff may try to handle the complaint informally. The individual providing service should seek to ascertain whether or not the plaintiff is satisfied and notify his or her immediate supervisor of the nature and occurrence of the complaint.
2. If a complaint is made by a client, visitor, or member of the public regarding an individual providing service and is received by a staff member other than the individual providing service, the staff member receiving the complaint should attempt to
  - a. Describe the complaint process;
  - b. Ask the plaintiff if he or she wishes to discuss the matter with the individual providing service;
  - c. Ask the plaintiff if he or she is willing to have this matter brought to the attention of the individual providing service;
  - d. Depending on the answers to the preceding questions, facilitate a meeting of the plaintiff with the individual providing service or that person's immediate supervisor.
3. If at any time the plaintiff indicates that he or she wishes to pursue the matter further, the plaintiff should be invited to escalate the complaint through the channel outlined above and to commit the complaint to writing using the Complaint Form.

4. At any point any agent of St. Michael's Homes may determine that the nature of a complaint is sufficiently serious that it should be committed to writing, and whether or not a Serious Incident Report should be made.

Procedure for Handling Complaints Regarding Agency Services, Policies, or Procedures

1. If a complaint is made by a client, visitor, or member of the public regarding organizational policies and procedures, that is, if the complaint is more general in nature, the individual receiving the complaint should inform the plaintiff that only written and signed complaints will be considered.
2. If the plaintiff wishes to pursue the course of a written complaint, the staff member receiving the complaint should provide the Complaint Form appended to this Policy.
3. Any written complaint should be submitted to the supervisor of the program, who will
  - a. endeavor to address the matter with the plaintiff; and
  - b. provide a copy of the complaint and a record of attempted resolution to the appropriate Director;
  - c. The Executive Director will immediately bring to the attention of the Board of Directors any complaint that poses a risk to the agency in terms of finances, the law, or public relations.
5. If the plaintiff is not satisfied by the response of the program supervisor, the plaintiff should be invited to escalate the complaint through the channel outlined above.



# Complaint Form

Date of Writing: \_\_\_\_\_

Name of Plaintiff: \_\_\_\_\_

Received by: \_\_\_\_\_

\_\_\_\_\_ # of pages attached

This complaint form may be used to document complaints made by clients, visitors, or members of the public regarding

## 1. An Individual Providing Service

a. Date of Incident Described: \_\_\_\_\_

b. Description of Incident:

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## 2. Agency Services, Policies, or Procedures

a. Title of Complaint: \_\_\_\_\_

b. Description of Unsatisfactory Condition:

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Reviewed by: \_\_\_\_\_, dated: \_\_\_\_\_

\_\_\_\_\_, dated: \_\_\_\_\_

\_\_\_\_\_, dated: \_\_\_\_\_