

	Title: Client/Resident Complaint (Resolution) Process	Policy Number: PS Gen 1012A Page 1 of 4
	Category: Programs and Services General	Original: Feb 27,2016 Revised: Replace:
	Executive Director Initials Approval: BL	

Policy

Regional HIV/AIDS Connection (RHAC) values feedback and input from clients who are accessing services and programming. As part of our continued solidarity to the Ontario Accord and GIPA/MIPA principles, RHAC further encourages PHA's (and others group we serve) to bring forward not only concerns their about service matters, but solutions and ideas to remedy issues as a means to include their voice(s) in the resolution process.

From time to time, clients (deemed as anyone accessing or supporting services i.e. case managed clients, Counterpoint program clients, residents in transitional or ongoing housing and volunteers) may wish to lodge a "formal" complaint related to service provision, staff actions, fellow clients, fellow volunteers, etc. RHAC will strive to resolve any issues or concerns in an effective, fair, consistent and timely manner that respects all parties involved.

Client complaint processes will typically follow a step by step procedure; however will have means to compress steps based on the severity of such complaints. For example, if the complaint is about a front line staff member, challenge with another peer/client or volunteer in the context of general service delivery matters, the intent will be to address the issue with that person. However if the issue is of a more serious nature where a power imbalance may impede a client's sense of comfort or safety in bringing the complaint forward, such as breach of trust, integrity or alleged criminal action, the client may skip this step and address the concern with the department Director connected to that employee. Where a more serious natured complaint (as defined above) may be about a Director, the complaint will go to the Executive Director. If the serious natured complaint (as defined above) is about the Executive Director, the complaint will be forwarded directly to the Board President

Within and along any of these steps a client may request to have a support person of their choosing accompany them for support in discussion meetings or other follow up processes.

Procedure

Complaint/Resolution forms will be made available in hard copy through RHAC reception and/or administrative staff at JGH. Additionally, a PDF will be available on the agency website for clients unable to come to the agency location.

Where possible and practical to do so, "formal" complaints will be made in person to the individual in question or to a department member about a particular programming concern, utilizing the

complaint/resolution form (see attached). When this is not possible, complaints may be made via, e-mail, in writing or by telephone to the appropriate party.

Staff members are to acknowledge the complaint, and if meeting with client, respectfully listen to complaint to understand nature of the concern. If the complaint is not about the person approached, staff members will encourage the client to speak with the individual in question. Where this is not possible, the attending staff member will attempt to support the process.

Staff members shall adhere to the following elements of the process:

- Take the matter seriously
- Provide the client a complaint /resolution form to complete. *Note: Clients may need support in completing this form from a staff member.*
- Meet personally with the client to review their complaint in a timely manner
- Liaise and/or advocate where appropriate to support the resolution process
- See the matter through to resolution, which may include follow up meetings and/or bringing in other parties to address the issue.
- Document within Penelope that a complaint was made to ensure the client's concern is captured, if the client is a Case Managed individual.

Where clients wish to leave a complaint for review at the office and are not able to connect directly with a staff member/Director associated with the complaint, the following will take place:

- Reception shall accept the complaint on behalf of the individual
- The complaint/resolution form shall be date/time marked and initialed by the person receiving the complaint
- A photocopy will be made and provided to the client for their records
- The original complaint/resolution form shall be sealed in an envelope to ensure confidentiality of the matter and forwarded to the intended recipient

Note: *While efforts will be made to address all concerns it is understandable that some complaints may not result in client satisfaction i.e. lack of resources to support client concerns, such as food choices during social gatherings or transportation requests that are not financially sound.*

Wherever possible, RHAC staff members will provide follow up to a client within 7 business days to acknowledge and report back any resolutions and/or next steps.

Where unable to resolve a complaint, the Executive Director will have the final word on the matter unless the matter is about the Executive Director and has gone to the board president.

All finalized complaints/resolutions shall be forwarded to the Director of Operations to be maintained in a confidential location.

