

<b>SECTION 1: COMMUNITY/PARTICIPANT COMPLAINTS POLICY</b>	
<b>Policy 1.1: Orientation to Community/Participant Complaints Policy</b>	
<b>Date Policy Approved: November 2010</b>	<b>Date Policy Revised:</b>

***Purpose:***

College-Montrose Children's Place recognizes that from time to time concerns may arise that need to be addressed. The purpose of this policy is to:

- Ensure that CMCP has an accessible transparent and non-threatening process for addressing the complaints or concerns of its participants and community.
- Ensure that CMCP has a consistent values-centered approach to concerns that is rooted in the Guiding Principles of Family Support Programs.

***Policy:***

- All members of CMCP including board, staff, and volunteers will be asked to take responsibility for keeping informed of this policy and ensuring its procedures are followed.
- An updated Complaints policy and procedures document will be maintained in the Policy Manual of CMCP.
- The Executive and Program Directors with the help of the Program Committee will be responsible for ensuring this policy is implemented, reviewed and evaluated.
- The Executive Director will be responsible for ensuring the Policy and Procedures manual is update as the board approves revisions.

<b>SECTION 1: COMMUNITY/PARTICIPANT COMPLAINTS POLICY</b>	
<b>Policy 1.2: Evaluation , Feedback and Revision to Community/Participant Complaints Policy</b>	
<b>Date Policy Approved:</b>	<b>Date Policy Revised:</b>

***Purpose:***

To ensure that Community/Participant Complaints Policy is regularly evaluated and revised so it is effective.

***Policy***

- The Board of Directors will review and revise the Community/Participant Complaints Policy and Procedures on recommendations from the Executive/Program Directors.
- Employees will be encouraged to give feedback on policies and procedures in written form to their coordinators on an ongoing basis.
- Policies will be reviewed and evaluated at staff meetings annually.
- Regular workshops will be given on various aspects of policy and procedures to participants, staff, volunteers and board as required.

<b>SECTION 1: COMMUNITY/PARTICIPANT COMPLAINTS POLICY</b>	
<b>Policy 1.3: Community/Participant Complaints Policy Statement and Procedures</b>	
<b>Date Policy Approved:</b>	<b>Date Policy Revised:</b>

***Purpose:***

The purpose of this policy is to ensure that program participants, and community members are aware of the process of making a complaint about their experiences at, and with, CMCP and that any such complaint is dealt with in a fair and timely manner.

- It outlines procedures to be followed when a participant or community member wishes to address a concern or complaint.
- It applies to anyone using CMCP programs, services and facilities and/or interacting with our staff and volunteers in the community.

***Policy:***

- Participants and community members have the right to provide feedback about their experience at CMCP without fear of interference, coercion, discrimination or reprisal.
- Feedback can be about anything including but not limited to: a service, a program, a person, or the physical environment, etc.
- Participants and community members may request interpretation or translation if needed and CMCP will make every effort to accommodate, **where possible**.
- Any individual who has a complaint filed against them has the right to be informed of the allegations and the right to respond.
- The resolution of the complaint should be timely so as not to delay appropriate action for the complainant or cause undue stress for any individual involved.
- All complaints will be treated confidentially unless laws otherwise request informing appropriate authorities.

<b>SECTION 1: COMMUNITY/PARTICIPANT COMPLAINTS POLICY continued</b>	
<b>Policy 1.3: Community/Participant Complaints Policy Statement and Procedures</b>	
<b>Date Policy Approved:</b>	<b>Date Policy Revised:</b>

## PROCEDURES

### 1. Informal Complaints Procedure

- All CMCP members who become aware of a concern or complaint should ensure that individuals with a complaint are made aware of Community/Participant Complaints Policy Statement and Procedures.
- Individuals with a complaint are encouraged to discuss their concerns directly with the other person(s) involved, as many issues can be successfully resolved in this way.
- If this is not possible or has already been attempted without a satisfactory resolution, feedback can be given in person, by telephone, by letter, or by electronic communication to the lead staff of the site where the incident occurred or where the concern applies.
- If the concern is about the lead staff, it should go directly to the Program Director or in her/his absence the Executive Director.
- If the concern is regarding the Executive and/or the Program Director, it should go directly to the Director not involved in the complaint.
- Staff can provide you with name and contact information of the appropriate person/s or you can call our administrative offices at 416-532-9485 ext 225 to obtain this information.
- The designated staff in charge will talk with **all** the individual(s) involved and attempt to find a resolution acceptable to all parties. In the case of a complaint /concern involving the Executive or Program Director this mediation/ resolution process will be conducted by the Director not involved in the complaint.

- Any action/decisions made at this point will be communicated to the parties concerned.

<b>SECTION 1: COMMUNITY/PARTICIPANT COMPLAINTS POLICY</b>	
<b>Policy 1.3: Community/Participant Complaints Policy Statement and Procedures continued</b>	
<b>Date Policy Approved:</b>	<b>Date Policy Revised:</b>

- CMCP believes most concerns/complaints can be resolved through informal conversation and negotiation. However if any person involved or named in the complaint is not satisfied with the resulting action/decisions they may make a formal complaint.

## **2. Formal Complaint Procedure:**

- In the cases where the concern is about any staff, volunteer, program or facility, individuals may start a formal complaint or feedback process in person, by telephone, by letter, or by electronic communication to the Program and/or Executive Director.
- If the complaint is received verbally the Executive and/or Program Director will make detailed notes of the complaint.
- In the case where the complaint is against personnel associated with CMCP, the Director will inform that individual where appropriate. Confidentiality issues must always be considered when information is shared.
- In cases where the complainant is still not satisfied with the outcome they may address their complaint to the Chair of the Board of Directors.
- In the case where either the Executive and or the Program Director are named in the complaint, individuals should address their concern to the Chair of the Board.
- The Chair of the Board will work with the Executive Committee of the Board of Directors to resolve the complaint or address the concern. They will
  - Review any documents necessary.
  - Notify all persons involved or named in the complaint
  - Ask for comments from all persons involved or named in the complaint

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<b>Policy 1.3: Community/Participant Complaints Policy Statement and Procedures continued</b>	
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- If the Executive Committee decides they are unable to resolve the complaint, they may strike a board committee and/or solicit the assistance of an external resource to review the case as an impartial advisor.
- The Executive Committee of the Board of Directors will proceed as quickly as possible with the complaint.
- The complainant is asked to understand that the Board of Directors is a voluntary group and is less accessible than staff.
- For contact information call our administrative offices at 416-532-9485 ext 225 or visit our head office at 706 College St., Toronto M6G 1C1 .
- After reviewing the complaint CMCP may respond in any of the following ways:
  - Providing an explanation
  - Changing a decision, policy or practice
  - Confirming an existing decision and explaining why it was reached
  - Providing additional training
  - A variety of other ways depending on the nature of the complaint.

### **3. Documentation**

- CMCP will maintain a complaints tracking system for all formal complaints. A form will be filled out when complaints are received.
- It will identify the nature of the complaint and track follow-up actions taken to resolve the complaint.
- The Program and Executive Directors or their designates will maintain and review these forms.
- The Directors will include a summary of the nature of these complaints and actions taken, in their regular reports to the board at least once a year.