



## Independent Living Services Simcoe County POLICIES and PROCEDURES MANUAL

**CATEGORY B:** Client Services

**SECTION 1:** Client Rights and Responsibilities

**POLICY NAME:** Legislated Client Complaints and Appeals

### **POLICY**

The Agency has established guidelines for reviewing complaints made by clients for the following legislated reasons.

1. Ineligible to receive a particular service.
2. The exclusion of a particular service from an ISP.
3. Termination of service,
4. The quality of service provided to the client or arranged for the client, by the Agency.
5. Any alleged violation made by the Agency of any of the client's rights according to the Bill of Rights.

**APPLICATION** Supervisor, Manager, Director

### **DEFINITION**

A complaint is defined as negative feedback to the agency whether written or verbal. **Requests for information are not considered complaints.**

However, a statement of concern or a statement of a problem would not be considered a complaint for purposes of this policy.

Under the Home Care and Community Services Act, the following complaints must be logged if a client complains about.

#### **When a client has been:**

1. Deemed ineligible for service
2. Excluded from a particular community service

#### **Or the client has a complaint about:**

1. The amount of services provided
2. The termination of a particular service
3. The quality of services provided

4. An alleged rights violation under the Bill of Right

## **COMPLAINT MANAGEMENT PROCESS STEPS**

- |        |   |
|--------|---|
| Step 1 | Acknowledge complaint   |
| Step 2 | Document receipt of complaint                                   |
| Step 3 | Follow-Up/Investigate/Document Details                          |
| Step 4 | Resolve/Document Results on Complaint Summary Log               |
| Step 5 | Summarize Complaints on a monthly basis                         |
| Step 6 | Review Complaint summaries from all programs to identify trends |
| Step 7 | Establish actions to be implemented to address trends           |

### **Formal Response to Written Complaints**

Within 60 days after a written complaint is made, the Agency shall review the complaint and respond to the client who made the complaint.

#### **The Agency shall:**

Confirm the decision and give a written notice of the confirmation to the client, or change the decision and give a written notice of the change to the client, and give a copy of the decision to the client to whom the decision relates.

### **Appeal of Original Decision**

If the client who has made the complaint is not pleased with the decision that has been made by the Manager, they may appeal the decision to the Director. The Appeal should be in writing and addressed to the Director of Client Services.

### **RELEVANT LEGISLATION**

Home Care and Community Services Act

### **RELATED DOCUMENTS**

**APPROVED BY:** ILS Leadership Team  
**DATE APPROVED:** October 8, 2020  
**DATE REVIEWED:**  
**DATE REVISED:**