



A not for profit company

Policy Number:	1030	Page:	1 of 3
Effective Date:	March 1, 2012	Replaces:	November 1, 2011

SECTION:	CLIENT SERVICES
TOPIC:	CLIENT CONCERN RESOLUTION PROCESS

Intent: To provide Clients with the opportunity and means to deal with a concern about the services they receive from the Agency.

The Agency will attempt to work with the client towards a satisfactory resolution.

To provide the Agency with a means to address the needs of a client involved with services.

Copies of this Policy will be provided to all individuals /Legal Guardians, upon admission into the Agency's Services.

The agency believes that conflict is minimized best when individuals/families and support teams spend time to be proactive and nurture relationships. The agency believes that individuals/families and support teams are responsible to communicate and address concerns in a respectful and productive manner. Conversely, the organization believes that feedback or concerns need to be heard and received in a professional and productive manner. This involves mutual respect towards everyone involved.

If there is a conflict between parties the agency expects that the parties will deal directly with each other to address concerns, hear concerns and resolve differences. All individuals/families and support teams are responsible to attempt to resolve concerns or conflicts in a mutually respectful and timely manner. The organization expects that most concerns will be resolved in this manner. Individuals/families and support teams are encouraged to ongoing develop skills to facilitate giving and receiving feedback and problem solving.

Individuals/families and support teams are also required to keep the conflict 'confidential' and confined to involved parties and supervisors (including those individuals/families on the agency Line of Communication Chart).

If an individual/family has a concern or conflict with another party, they may also consult with their support team for assistance. If concerns between parties remain unresolved the individual/family may consult the Coordinator or the Area Service Director. One or more of these individuals/families (or another person who is mutually agreeable to all involved) may be requested to assist facilitate a process to address the conflict or concern.



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Despite the Agency intent to hear and consider problems, not all concerns may be able to be addressed or resolved to an individual/family's liking. There may also be times that team decisions are made that an individual/family does not agree with. In these scenarios the agency also expects that individuals/families handle these decisions in a professional manner and forward their concern to the Appeal Process. At this point in the process, staff will remind clients and/or guardians of their right to an appeal.

It is not acceptable to be abusive towards staff (threatening, swearing, name calling, etc.). Incidences of this abusive behavior will be reported to the Executive Director and will be reviewed in a case-by-case manner

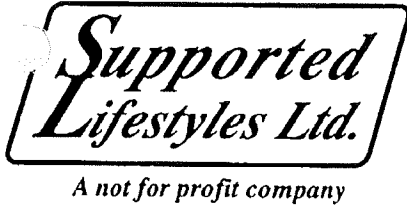
Your Rights	Your Responsibilities
1. To be in an environment where your opinion is valued and respected.	1. To address concerns in a respectful manner.
2. To have your concerns heard and considered by others.	2. To listen and hear concerns or input from others in a respectful manner.
3. To have assistance or support from others to help address or resolve a conflict.	3. To use a problem solving approach when possible to resolve conflicts.
4. To submit an appeal if concerns are not satisfactorily addressed.	4. To keep conflicts with others confidential.

External Agency Concerns

In some cases, an individual/family may have a concern with a person who is external to the agency. If the individual/family approaches a support team member about the concern, the individual/family is to be encouraged to resolve the issue with the external person. Confidentiality of the issues will be maintained for all parties. If it is the case that the individual/family wishes to consult with the support team, the member should inform their Supervisor/Coordinator. Lines of communication will be immediately followed. Steps will be identified as to what to do next.

CONCERN RESOLUTION APPEAL PROCESS

The agency will accept, investigate, consider and respond to concerns from individuals/families concerning any aspect of support-related activities. The appeal process can be used if the individual/family has attempted to address their concerns as outlined in the previous sections and they are not satisfied with the outcome. The individual/family may request support from their support team to help them address the appeal.



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Step 1: Individual/family Writes a written appeal, entitled ‘Appeal’ to the Service Area Coordinator or Director outlining specific concerns and recommendations for resolution. Appeal would be best submitted within a short period of time of the event, which prompted the appeal.

Step 2 Coordinator/Director

Within 10 working days of receiving the appeal reviews the written appeal and may either:

- a) Respond to the appeal in writing, or
- b) Set up a meeting to discuss the appeal and document the outcome.

Step 3 Individual/family If a mutually satisfactory resolution cannot be reached (giving the organization time to process the concern), the individual/family can submit their concern in writing to the Executive Director with a copy of the Coordinator/Director’s written response.

Step 4 Executive Director (or designate)

Within 10 working days of receiving the appeal the Ex Director will review the written appeal and either:

- a) Meet with the supervisor(s), Coordinator(s) and Director(s) and individual/family’ submitting the appeal to render a decision and send out a written response, or
- b) Send out a written response

All appeal documentation will be filed with the Service Area Director.