



**SECTION: Administrative**

**POLICY: AD 08**

**Policy Date:** March 2021

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August 2018; May 2018; July 2017; November 2014

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**FEEDBACK and COMPLAINTS**

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**POLICY**

**Contact Brant will strive to provide clients with the best possible service, welcomes suggestions and comments, and will respond to people in a timely manner when feedback or complaints are received.**

**PROCEDURE**

- 1.0 Clients will be encouraged to provide feedback to Contact Brant including complaints, in any form, including verbally (by phone, in person), or in other accessible formats (including but not limited to in writing, by email, by fax). Complaints can be anonymous.
  - 1.1 The Chief Executive Officer will ensure that a Contact Brant Feedback and Complaints brochure is readily available to clients for employees, students, volunteers and Board members to distribute.
- 2.0 Employees, volunteers and students will respect that people have the right to express their opinions and will ensure that each person is listened to and responded to in a timely fashion.
- 3.0 Resource/Service Planning Coordinators will ask clients to complete the appropriate survey tools.
- 4.0 Unless the complaint is anonymous, employees must acknowledge receipt of the complaint within one business day and must inform the Chief Executive Officer of all complaints.
- 5.0 The CEO, or alternate, will immediately commence an investigation, and will determine if any actions can be taken to help the child or youth while the complaint is being investigated. The CEO will ensure the complaint is reviewed by someone independent from the person(s) the complaint is about. The CEO will update everyone involved in the complaint on request and at least every 30 days until the complaint is resolved. The CEO will ensure the results of the investigation are provided in writing to the person who made the complaint and/or the child/youth and discuss the results with them.
- 6.0 Any person making a complaint about the violation of a child or youth's rights by Contact Brant will be informed that they can contact the Chief Executive Officer, the Board Chair, or the Ministry Program Supervisor. In these cases, the employee will inform the CEO, Board Chair and Program Supervisor that they may be contacted.

- 7.0 Employees must inform the child or youth that they may contact the Office of the Provincial Advocate for Children and Youth to ask for help.
- 8.0 Contact Brant will keep a complete record of the complaint process in the child/youth's EMHware file.
- 9.0 The Executive Assistant will keep a record of all feedback, including the survey tools' results.
- 10.0 The Chief Executive Officer will address any changes that may be required, including but not limited to staff training, policy/procedure changes, and changing information provided.
- 11.0 The Chief Executive Officer will report all feedback, including complaints, and outcomes to the Board of Directors at the next meeting of the Board.