

# LYNWOOD CHARLTON CENTRE

## POLICY

### INTERNAL COMPLAINTS POLICY

The Centre is committed to ensuring that clients, community partners and the public have access to a complaints procedure to address concerns in a timely and effective manner.

Any client, community partner or member of the public who has a concern or complaint about the service or the organization may raise the concern with the organization through a staged internal complaints process. The process recognizes the interests of the parties involved to bring resolve to the issue as close to the origins of the issue as possible.

#### **Complaints Process:**

##### **Stage 1:**

Clients, community partners and members of the public may first identify a concern with the staff member they are most closely connected to or have had a concern with (i.e. Prime Worker or Social Worker). Where they are not comfortable in doing so, or where the concern is of significant nature, the process may begin at Stage 2.

##### **Stage 2:**

At Stage 2 the issue is brought forward to the Program Manager. The Program Manager will review the issue and discuss with the complainant (by phone or in person) as soon as possible, but no later than within 3 business days. Following a review of the issue and discussion with the complainant, should the complaint not be satisfactorily resolved, the client may determine to proceed to Stage 3.

##### **Stage 3:**

At Stage 3, the Internal Complaints form is utilized to document the complaint and actions taken to resolve the complaint. The formal complaint may be presented by the client, community partner or member of the public directly on the internal complaints form, by e-mail, fax, by letter or verbally to the Program Manager.

The Program Manager, in conjunction with their Manager (either a Senior Manager or the Executive Director) shall review the Internal Complaint, and arrange a meeting (by phone or in person) with the complainant to discuss the complaint and work towards a resolution within 10 business days. The outcome of Stage 3 is recorded on the Internal Complaints form, a copy provided to the complainant (within 5 business days) and a copy retained in the client file (where applicable).

Upon receipt of the Internal Complaints form, the Executive Director is provided with a copy. At this stage the Executive Director documents the complaint in the Complaint Record and notifies the Board President. The Complaint Record is reviewed by the

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Board of Directors monthly. In the absence of the Executive Director, the most Senior Manager shall notify the Board President and complete the Complaint Record.

### **Stage 4:**

Where the Executive Director is not involved in a Stage 3 Meeting, and should the complaint continue to not be resolved, a secondary meeting (by phone or in person) with the Executive Director shall be arranged to review the Complaint and work towards a resolution, within 10 business days. The outcome of Stage 4 is recorded on the Internal Complaints form, a copy provided to the client (within 5 business days) and a copy retained in the client file (where applicable).

### **Stage 5:**

Failure to satisfactorily resolve a Complaint through all 4 stages will result in:

- 1) Ministry of Children and Youth Services: a notification of the complaint to the Ministry and request that the Ministry assist with the development of a resolution.
- 2) Board Complaint Process: the Internal Complaint, including the outcome of Stages 3 and 4 shall be presented to the Board President, to review the complaint in the context of its Board Governance policies. In accordance with the Board's policy governance approach, the Board may determine to intercede and become involved in the development of a resolution at any time. The Board President will respond to the complaint in writing within 10 business days.
- 3) Should the complaint be about the Executive Director, the complainant may proceed to Stage 5 with the submission of an Internal Complaints form to the Board President.

### **External Complaints Processes:**

Any client or member of the public may access external parties including:

Office of Child and Family Service Advocacy  
250 Davisville Ave, 5th Floor, Suite 503  
Toronto, ON M7A 1G2  
Toll free 1-800-263-2841

Ministry of Children & Youth Services  
Hamilton/Niagara Regional Office  
119 King Street West, 7<sup>th</sup> Floor  
Hamilton, ON L8P 4Y7  
905-521-7280

Office of the French Language Services Commissioner  
700 Bay Street, Suite 2401  
Toronto ON M7A 2H8

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