

RENFREW AND AREA SENIORS HOME SUPPORT

Policy Type: Governance	Policy Number: G -60
Policy Title: Agency Complaints	Coverage: Board Members, Executive Director, Staff, Volunteers, Clients
Date Approved: December 2, 2011	Revision Date:
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Purpose:

Renfrew and Area Seniors' Home Support respects that complaints regarding provision of services or the management/governance of the agency may be received and will treat each complaint with respect and deal with it promptly and in a timely manner.

Procedure:

Complaints may be received from clients, families, volunteers, staff and community members through verbal or written submission to Renfrew and Area Seniors' Home Support.

Details regarding the complaint should be documented on a complaints form by the staff member receiving the complaint and forwarded as soon as possible to the Executive Director for follow-up. If the complaint is regarding the Executive Director, the complaint will be forwarded to the Chairman of the Board.

Under normal circumstances, the Executive Director will acknowledge the complaint within seventy-two (72) hours or three (3) business days of receiving the complaint. A meeting may be arranged to ensure that the person lodging the complaint has the opportunity to express their concern fully. The complaint may be resolved at this stage or the Executive Director may consult with the President, members of the Executive Committee or members of an appropriate Board Committee to obtain input into potential resolutions.

If a resolution that is mutually satisfactory to those involved cannot be reached through discussions with the Executive Director, the Executive Director will inform the individual of the appeals process if the individual wishes to challenge the decision including:

- The individual is notified of the right to raise his/her concern with the Board of Directors of RASHS by addressing correspondence to the President of the Board, or if applicable, the Privacy Officer.
- The individual is notified of their right to contact the Health Service Appeal and Review Board and, if applicable, Information Privacy Commissioner (IPC).

Once the complaint has been resolved, a letter will be sent to the individual stating the resolution of the matter.

The Executive Director will inform the President of the Board of Directors of any complaints requiring active resolution.