

## **7.1 SERVICE USER & COMMUNITY COMPLAINT PROCESS**

### **POLICY**

We understand that the welfare of the children under our care is of utmost importance to their parents. In the unfortunate event that a parent or guardian is dissatisfied with any aspect of our services, we have a detailed complaint policy in place to address and resolve the issue.

Communication channels: SNF Development Center is committed to maintaining an open and honest communication channel with parents and guardians of children under our care. We encourage parents to report any issues or concerns they may have to the Center's management. They can reach us through our phone numbers, email, or visit the Center in person with prior appointments.

Complaint handling process: Once a complaint is made, the Center's management will investigate the matter and work towards resolving the issue. The steps involved in handling complaints are as follows:

- The Center's management will acknowledge receipt of the complaint and provide a timeline for resolving the issue.
- The management will investigate the complaint, gather information and evidence, and identify the root cause of the issue.
- After a thorough investigation, the Center's management will provide feedback to the complainant on the outcome of the investigation and the corrective measures taken to resolve the issue.
- If the complainant is not satisfied with the outcome, they can escalate the matter to the Center's higher management.

Confidentiality: All complaints received will be treated with the utmost confidentiality. The Center's management will ensure that the complainant's identity and personal information are kept confidential and only shared with the relevant parties involved in resolving the complaint.

Timeliness: We understand that a timely resolution to complaints is crucial to maintain the trust and confidence of parents and guardians. Therefore, we aim to resolve complaints within the shortest possible time, while ensuring that all necessary steps are taken to address the issue thoroughly.

### **SCOPE**

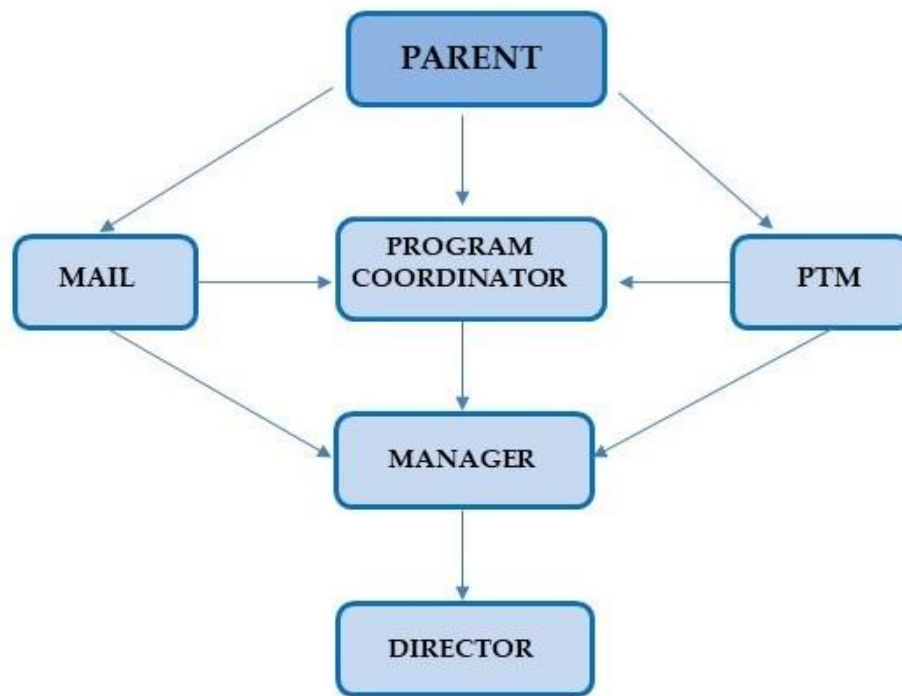
The Service User and Community Member Complaint policy applies to all SNF Development Center programs and services.

### **CONFIDENTIALITY**

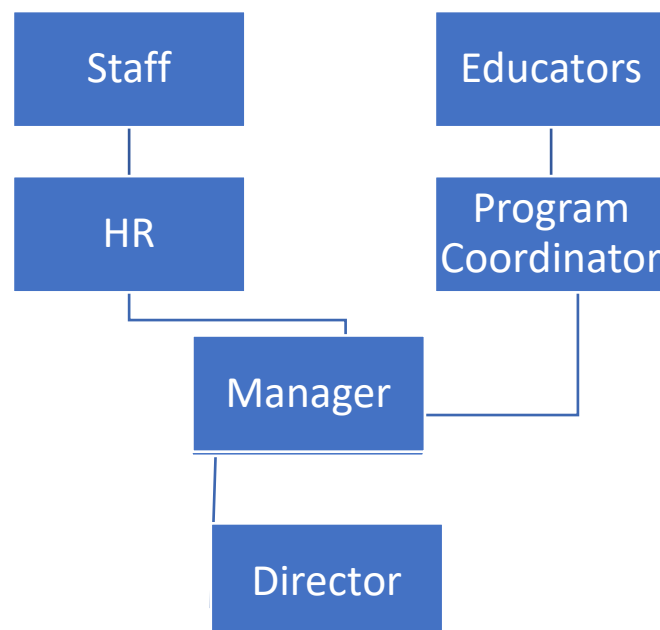
These manual details policies and procedures relevant to SNF Development Center.

Unauthorized copying and distribution is prohibited.

## PARENT COMPLAINT PROCESS



## STAFF COMPLAINT PROCESS



## CONFIDENTIALITY

These manual details policies and procedures relevant to SNF Development Center.  
Unauthorized copying and distribution is prohibited.

## PROCEDURES

As the goal of SNF Development Center is to give sufficient local authority to meet service user needs, complainants will be encouraged, but not required to work through the lines of authority within the organization.

### STEP 1: Receiving a Complaint

- If the person providing service receives the complaint the service user or community member should be offered the earliest opportunity to discuss their concern(s).
- If the complaint is received by any staff member or volunteer of the organization other than the person providing service the service user or community member should be directed to the person providing service with an explanation of Center policy. The program coordinator at the Center is responsible for setting up a meeting of the service user.
- In hearing a complaint, the person providing service may decide to involve or consult their manager at any stage.
- If the complaint is handled to the mutual satisfaction of the complainant and the person providing service, the complaint and resolution is documented on the *Complaint Form* and a copy is forwarded to the manager of the person providing service and the director.

### STEP 2: Discussion with a Manager

- If the person providing service and program coordinator are unable to resolve a complaint, the complainant is offered the opportunity to speak with the manager.
- The preferred method is to have the manager call the service user or community member. This affords the staff person the opportunity to discuss the matter with the manager prior to any further action or outreach to the complainant.
- The manager calls the service user or community member as soon as possible after consulting with the person who provided the service.
- If a service user or community member calls a manager to complain about the person providing the service or about the service provided, the manager should hear the complaint, but offer no action without discussing the matter with the staff person involved.
- From the point a manager takes a call from a service user or community member or calls a complainant about a complaint, a meeting between the manager and complainant should be offered within five working days.
- The staff person(s) and manager should jointly plan the response to the service user's or community member's complaint. Whenever possible the plan should support the integrity of the service user/community member/staff relationship and unless clearly contraindicated, the staff person will be present at any meeting between the manager and complainant.
- The role of the manager is to resolve the matter to the satisfaction of the service user or community member and staff person(s).

## CONFIDENTIALITY

These manual details policies and procedures relevant to SNF Development Center.

Unauthorized copying and distribution is prohibited.

- A letter must be sent to the service user or community member within two weeks of the meeting. The Director is informed of the complaint and the resolution or lack of resolution.

### **STEP 3: Meeting the Department Director**

- If the service user or community member is not satisfied with the response from the manager the initiative for carrying the complaint to the Director rests with the complainant.
- The service user or community member should be informed of the name and email address of the Director if she/he wishes to pursue the complaint. The Director is alerted immediately and a copy of the completed *Complaint Form* is provided.
- If requested, the Director will meet with the service user or community member within two weeks of receiving the request.
- Prior to this the Director will contact the program coordinator, manager and the staff person and seek any necessary consultation. Whenever possible the Director will attempt to involve the team members in the planning process.
- The Director will attempt to resolve the problem with the service user or community member. Whatever the outcome, the Director will inform the complainant by mail not more than two weeks after the meeting.

### **Documentation**

All complaints received from a service user or community member are initially documented by the program coordinator using the *Complaint Form*.

The complaint file (includes all documentation, correspondence, resolution and follow up) is maintained.

A record of the complaint will be made available to the complainant on request except in the case where the confidentiality of another service user or community member may be breached.

### **CONFIDENTIALITY**

These manual details policies and procedures relevant to SNF Development Center.

Unauthorized copying and distribution is prohibited.