

## **1.10 Complaint Resolution Policy – Plain Language**

### **Philosophy**

The Burnaby Association for Community Inclusion (BACI) provides supports and services to children, youth and adults with intellectual disabilities. One of the most important ways for BACI to be responsible and offer the best supports and services is to make sure we listen to people about what they like AND what they do not like (concerns) about their programs or services from BACI.

BACI wants people to talk about the concerns they may have about BACI. When concerns are talked about, BACI will listen to the issues right away and find a way to take care of any other issues that come up so that everyone is comfortable with the way it is handled. BACI will give all people receiving or wanting services opportunities to have their issues listened to and responded to right away before they become bigger issues (complaints). This group of people that BACI wants to hear from is called our stakeholders, which includes: individuals getting and wanting services, families, friends, advocates, and community members.

### **Policy**

BACI will set up a way to listen, follow up, and respond to concerns and complaints that our stakeholders have. BACI will make sure that our stakeholders know how to bring up their concerns or complaints. BACI will name a person to be the Complaints Resolution Officer (CRO). The Complaint Resolution Officer will listen, follow up, and respond to complaints.

### **The BACI Complaint Resolution Officer**

The BACI Complaint Resolution Officer is BACI's Chief Executive Officer (CEO). The CEO will name another person to look into and solve complaints. The person named by the CEO must make sure they listen to and follow-up with everyone involved in the complaint.

If a complaint is made against the CEO, the person making the complaint will talk to the Executive Committee of the BACI Board of Directors. The Executive Committee is made up of the President, Past President, Vice Presidents, and the Treasurer. The Executive Committee will name a person who must make sure all steps of the Complaint Resolution process are followed and completed.

### **It is OK to Bring Up a Concern or Make a Complaint**

BACI will make sure that all stakeholders feel safe when they report their concerns and complaints. All concerns or complaints will be followed up right away. When a stakeholder reports a concern or makes a complaint, there will be no bad feelings against the stakeholder and there will be no changes to services.

BACI will do its best to make sure all issues are resolved on time. BACI will find new and better ways of finding answers to the concerns and complaints if BACI cannot resolve issues on time (for example, if the key persons involved in the problem are

away, or the files/documents that help resolve the concern or complaint are not ready to use). If there are problems that stop BACI from making a concern or complaint better on time, BACI will let the stakeholder and what will happen to make it better. The way the concern or complaint is handled will be written down and kept in a file.

### **Concerns**

BACI would like all stakeholders who have concerns to: 1) find a way of to deal with the situation when it first happens (for example, talk to the person you have the concern about right away – this could be the Program Supervisors/Coordinators); 2) if this is not possible, or if there you cannot work out the problem with that person, then go and talk to the senior staff like the Program Managers.

### **Complaints**

If the concerns have not been worked out or if the stakeholder believes that the concerns are very serious, then the stakeholder needs to make a complaint. Complaints can be made to the Complaint Resolution Officer by writing it down or talking about it to someone else who can write it down for you (if you are not able to). BACI would like all stakeholders to get their concerns or complaints followed up at the time the situation happens to make sure they can be listened, followed up and responded to as soon as possible. **Where individuals live in or attend licensed programs, they and/or their families or advocates may also make a complaint directly to Community Care Licensing.**

### **Confidentiality of Complaints**

Any stakeholder making a complaint must put their name on the complaint. Any stakeholder who wants to make a complaint but does not give their name to the Complaint Resolution Officer will not have their complaint followed up. When it is possible and the best decision, the Complaint Resolution Officer and/or other person looking into the complaint will keep the names of the people involved a secret to protect their private issues.

When names cannot be given out, only the Complaint Resolution Officer and/or the other person looking into the complaint will report the important information that comes from the complaint. BACI will use this information to try to be better at supporting people. The important information will be shared with the person who made the complaint and the person who had the complaint made against them. It may also be shared with both people's support network like their family and friends.

### **Advocates**

Stakeholders who make complaints can ask for an Advocate so they have someone to help them to make the complaint. Once the person says who will be helping them as an advocate, the Complaints Resolution Officer and/or the other person looking into the complaint will make sure the advocate is included in the meetings with the stakeholder. The stakeholder and the advocate can also get a copy of the important information from the complaint.

BACI will also let the stakeholder making the complaint know about possible persons or agencies that can be their advocate.

### **Investigation and Reports**

The Complaint Resolution Officer and/or other person will look into all complaints unless other people are looking into the complaint (like the police or government). When this happens, the Complaint Resolution Officer and/or other person looking into the complaint will talk with the other investigators. The Complaint Resolution Officer and/or other person will only talk to the other investigators if it the best decision for the people involved in the complaint and for BACI and if it will help fix the complaint.

### **Records and File Management**

The Complaint Resolution Officer and/or other person looking into the complaint must write what the solution to the complaint is. The stakeholder making a complaint, the advocate, and other people directly connected to that individual, gets a copy of the results within 14 days of when the complaint was first made.

The Complaint Resolution Officer and/or other person looking into the complaint will maintain a record of all discussions and interviews that are done for the investigation of a complaint. The record must have the dates and names of people who were talked to.

The Complaint Resolution Officer will keep one confidential file for each complaint made and the solution for the complaint.

The Complaint Resolution Officer will write a report each year that talks about the types of complaints made and how they were solved.

### **The Appeal Process**

If the stakeholders making the complaint is not happy with the decision made by the Complaint Resolution Officer, that person has 30 days to tell the Complaint Resolution Officer. The Complaint Resolution Officer will go over the complaint and decision one more time. The decision made after looking at the complaint again will be the final decision. The decision will be written down and the people involved will be told what the decision is.

BACI will let the stakeholder making the complaint know about his or her choices if they want to have their complaint looked at again by an outside agency or office.

### **Linking Policies:**

- 1.8 Code of Ethics
- 1.12 Accreditation Policy – Corporate Responsibility
- 2.1 Accessibility Policy
- 8.1 Privacy Protection for Individuals Policy
- 9.1 Rights & Responsibilities of People