

1.10 BACI Complaint Resolution Policy – Plain Language

Who Is BACI?

BACI supports children, youth and adults with disabilities.

Why Does This Policy Exist?

BACI wants to hear from you if you have a concern or complaint. This includes people who use BACI services, their families, friends, staff, and people in the community. If something is bothering you or doesn't feel right, BACI is here to listen and help fix the problem.

What Is A Complaint?

A concern is when something small feels off or upsetting.

A complaint is more serious or when a concern doesn't get resolved.

Who Can Make A Complaint?

- People who receive services from BACI
- People who want to receive services from BACI
- Family members, friends, or advocates
- Community members

Will I Get In Trouble For Speaking Up?

No. You will not be punished, treated unfairly, or lose services because you made a complaint. BACI wants everyone to feel safe when sharing their concerns.

Who Handles Complaints?

The Complaint Resolution Officer (CRO) handles all complaints.

Right now, the CRO is the Chief Executive Officer (CEO) of BACI.

If someone has a complaint about the CEO, the complaint goes to the Executive Committee of the Board of Directors, who will pick someone to handle it properly.

If You Have A Concern

Try to deal with it early:

- Talk to the person involved.
- If that doesn't help, talk to a supervisor or manager.

If you're nervous, ask someone you trust (like a friend, family member, or support worker) to help you speak up.

How To Make A Complaint

If the concern isn't fixed, or it's serious:

- Write a formal complaint.
- You can write it yourself or ask someone to help you.
- Send it to the Complaint Resolution Officer (CRO).

You can also submit your complaint and talk to someone from Community Living BC or Community Care Licensing (Adult Services), Ministry of Children & Family Development (Children's Services) or Childcare Licensing.

You should include your name and contact information in the complaint. If the complaint is anonymous (no name), BACI won't be able to deal with it. BACI needs your name and contact information so we can talk to you about the complaint.

What Happens Next?

- The CRO or an assigned staff will review the complaint.
- If police or another government agency is already investigating, BACI will work with them, if needed.
- They will gather information and try to find a fair solution.
- If BACI made a mistake, we'll say sorry and make changes to stop it from happening again.
- You will get a response within 14 business days.

Confidentiality (Privacy)

Your name will be kept private.

Only people directly involved in the situation will be told what they need to

know. BACI may write reports about complaints to help improve services, but these reports won't include your name.

If the complaint is very serious, BACI may need to share information with:

- CLBC or MCFD (funders)
- Police or licensing
- Families

Advocates (Helpers)

You can ask for an advocate (a person who supports your voice) to help with your complaint. The CRO will keep your advocate involved and informed during the process. If you don't have an advocate, BACI can help you find one.

What If I Disagree With The Result Of The Complaint?

If you're not happy with the decision:

- You have 30 business days to ask for a second review.
- The CRO will respond in writing within 14 business days.
- That decision is final.

Keeping Records

- All complaints are documented.
- Notes, interviews, and actions are recorded.
- Extra copies are destroyed.
- Once a year, the CRO reviews all complaints and writes a summary report to help BACI do better.

Linking Policies

1.8 Code of Ethics

1.12 Accreditation Policy – Corporate Responsibility

2.1 Accessibility Policy

8.1 Privacy Protection for Individuals

9.1 Rights & Responsibilities of People