

Complaint Process for People Supported in Communitas Programs



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Applies To: All

Policy Number: 6.0.18

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It is the policy of Communitas to ensure that everyone has a process for addressing concerns or complaints regarding services delivered, policies, protocols or employees of Communitas. If someone makes a grievance or complaint, that person shall be free from retaliation or barriers to services. The filing of a grievance or complaint shall not be held against an individual, or their family or guardian, in any way.

If, at any time during the process outlined below, the person requests an advocate or other assistance in the process, every effort will be made to accommodate that request. This advocate could be anyone the person is comfortable with, from inside or outside of the agency. Grievances will be addressed in a timely manner and, if requested, the person filing the grievance will be provided with written notice of the disposition of the grievance and any actions to be taken.

Process:

- A person may voice or express their concerns to any employee. Employees should make every effort to allow the person to discuss their complaint in private, away from others.
- If a person issues a complaint or expresses a concern to an employee, that employee should discuss the issue with the person to see if some reasonable compromise can be reached, or if the employee can resolve the issue.
- If unable to resolve the issue or concern, and no compromise is readily available, the employee should report the issue to their immediate supervisor or designee within 48 hours, who may then attempt to resolve the issue or reach some compromise.
- If the matter is urgent, and the immediate supervisor is unavailable, the employee should go up the chain of command to the next level of supervision.
- If the immediate supervisor is unable to resolve the concern or reach a reasonable compromise within 48 hours of being notified, then the next level of supervision up should become involved.
- If the supervisor addresses a complaint against an employee, discussion and resolution should be documented on the Supervision Form.
- Once a complaint or concern reaches the level of Division Head, such complaint should be documented on the Complaint Log, which is kept on the Senior Leadership Drive. The log must include the following:
 - Date issue reached Division Head
 - Name of person making complaint

- Nature of complaint
- Prior resolution attempted
- Disposition by Division Head
- All employees and volunteers are mandated reporters, and are therefore required to immediately report any concerns of abuse or neglect to the Disabled Persons Protection Commission, Department of Children and Families or the Elder Abuse Hotline
- Any complaints about Human Rights Issues should also be brought to the attention of the Human Rights Officer and the Human Rights Coordinator. A complainant may file their grievance directly to the Human Rights Committee by:
 - Submitting a written grievance form to the committee
 - Presenting their grievance to the committee at a human rights committee meeting
 - Requesting a written response or further information on the subject from the committee
- Complaints or grievances which meet the following criteria will also receive an external review by the Human Rights Committee
 - Reach the level of Division Head without satisfactory resolution
 - Contain allegations of abuse, neglect or mistreatment
 - Contain concerns regarding violation of the Human Rights of an individual
- Any complaints specifically about an employee should also be brought to the attention of the Director of Human Resources
- Any complaints about misuse of funds should be brought directly to the Division Head