

Complaint Resolution Process – Family and Community Members

Policy

The Child Development Centre values all feedback and will respond to all concerns and/or complaints about service in a fair, objective, and timely manner. The CDC subscribes to a “No Reprisal” approach in dealing with complaints.

Procedure

1. Families and community members will have access to written information about the complaint resolution process through the Child Development Centre website.
2. Families and community members will be encouraged to first take their concerns/complaint to the staff member involved, where appropriate. They will be informed that expressing concerns will not result in any form of reprisal or barrier to service.
3. If the matter was not able to be resolved in step 2, the complaint will put in writing and will be directed to the employee’s immediate supervisor. The written complaint will contain:
 - The name of the person the complaint is about
 - The nature of the complaint and the circumstances
 - Date of the incident

A complaint must be received within 6 months of the stated incident. If a written complaint is not possible, the supervisor will meet with the complainant to gather the above information. The supervisor will discuss the matter with the staff member involved, where appropriate, and will report back to the complainant within 7 – 10 working days.

4. If the matter cannot be resolved in this manner, the complaint will be directed to the executive director. The executive director will discuss the complaint with the staff member and supervisor involved and report back to the complainant within 7 - 10 working days.
5. If the matter is still not resolved to the complainants’ satisfaction, an appointment shall be scheduled for the complainant with the Chair of the Board of Directors.
6. Complaints thought to have a potential for legal action will be taken to the Board of Directors by the Executive Director.

7. An attempt will be made to resolve a client's complaint within two weeks unless it goes to the Board level. The supervisor and/or executive director will document the nature and date of the complaint as well as all the steps taken to resolve it. A copy of this will be scanned into the client's file and a copy kept in the executive director's office for the purpose of annual review of complaint trends.
8. Allegations of physical or sexual abuse involving a staff member or volunteer shall be reported to Family and Children's Services and, where required, to the police.
9. Complaints involving the Executive Director should be taken directly to the Board of Directors.
10. Complaints involving a member of the Board of Directors should be taken to the Chair of the Board. Complaints involving the Chair should be taken to another senior Board member.

Reviewed: October 26, 2014

Updated: October 26, 2014