

STANDARDS OF CONDUCT

2.3.1-COMPLAINTS POLICY

PURPOSE:

The Bernard Betel is committed to providing respectful, quality services to the seniors we serve, their families and other members of the community. We work to deliver person/client-centered programs and services and remove barriers to inclusion. From time to time, concerns, complaints and disagreements may arise as we interact/work and provide service. This Complaints Policy outlines our approach to complaints.

POLICY:

Complaints involving suspected or witnessed abuse or that may constitute a criminal offense will be immediately directed to the Police.

Every effort will be made to ensure:

- Conflicts of interest that may arise between the person who makes the complaint or provides feedback and those who may be involved in the review, documentation, investigation, resolution and notification are identified and avoided.
- The review of complaints is free of any coercion or intimidation or bias either before or during or after the review.

COMPLAINTS POLICY

1. Any staff, volunteer, member or group of members may raise a complaint. All complaints must be in written form and signed by the complainant.

The following steps will be taken:

Initial complaint

A verbal warning will be given by the Executive Director and or the Director of Finance and Human Resources.

Repeat complaints

A non-prejudicial letter will be sent to the offending individual that contains the following:

- Description of the complaint;
- By what authority the letter is being sent;
- Outline steps to help improvement;
- Time frame for improvement;
- A possible repercussion of noncompliance;
- Letter will be signed by the Executive Director or Director of Finance and Human Resources.

If there are ongoing or continued complaints, possible termination of the staff member, or volunteer may be considered and the specific issue will be closed at the time of dismissal. If the complaint is regarding a member, possible termination of membership may be considered pending the health and safety of other members, staff and volunteers.

2. No negative repercussions on a staff member, volunteer or member will occur as a result of filing a good faith concern or complaint. Feedback to the Executive Director and Director of Finance and Human Resources is encouraged and will be used to improve services and programs.
3. All concerns and complaints will be taken seriously, be dealt with impartially and be responded to quickly and in accordance with complaints procedures document.
4. When a concern or complaint arises, the Bernard Betel Centre will work with the individuals involved to resolve the situation in a timely and informal manner to the extent the situation permits. Informal conflict resolution is grounded in prompt and active discussions characterized by a spirit of goodwill with the aim of resolving the issue without the need to escalate the matter to a higher staff level.
5. A formal dispute resolution mechanism will be used for issues and circumstances that cannot be resolved through informal approaches or for situations of a serious or complex nature such as situations of serious misconduct or harassment.
6. When a concern or complaint involves Bernard Betel staff, the person(s) will be informed and will participate in resolving the issue.
7. A record of all formal complaints will be kept. Information in these records will be shared upon request in accordance with privacy legislation.
8. This policy and related procedures will be available on the Bernard Betel Centre website. Hardcopies of the document will be made available upon request.

9. Each person will receive a copy of the Complaints Policy and Complaints and Accessible Service Feedback Procedure when they begin receiving service/attending programs/ or volunteering at the Bernard Betel Centre.

10. This policy and related procedures comply with complaint related requirements outlined in the various legislation and regulations applicable to the Bernard Betel Centre.