




Policy Title: Complaint Policy	Policy No.: A1.05
Date: August 28, 2022 February 16, 2023 June 12, 2023	Section A: General Information
Approval:  <hr/> Executive Director	Governance Committee Approval Date: June 12, 2023

POLICY STATEMENT

Creating Alternatives is committed to providing quality care and service to our participants, families, donors and stakeholders. We welcome all feedback in order to continue to improve and provide quality programming and offerings.

PURPOSE

The Complaint Policy is intended to ensure Creating Alternative participants, families, donors and stakeholders have clear, consistent access to a complaints process that ensures their voice is heard and to identify system issues. It is in the interest of all parties that complaints be dealt with and resolved promptly, and the review of complaints is fair, impartial, and respectful to all parties concerned. This policy will outline how Creating Alternatives will capture, report, analyze, and respond to complaints data.

SCOPE

This policy applies to all complaints received from stakeholders about our services, policies, staff, or Board volunteers.

PROCEDURE

A complaint may be received verbally (by phone or in person) or in writing (by mail or email).

It is the expectation of all employees, students, volunteers, who receive a complaint verbally to listen and seek to understand the complaint and attempt, if possible, to resolve it immediately. If the complaint cannot be resolved immediately or if the complaint is in writing, the employee, student or volunteer will report the complaint to their immediate supervisor or determine the appropriate person to handle the matter.

If the complaint cannot be easily resolved, an investigation shall be undertaken. The investigator will be charged with documenting the details of the complaint, the steps taken in the investigation, the key findings, along with the rationale and the recommendation for resolution. The complainant should be kept informed of the status of the complaint and an estimated timeframe for follow-up and resolution.



Roles and Responsibilities

Person Responsible	Action
Any employee, volunteer, or students who receives the complaint	<ul style="list-style-type: none"> • Thank the complainant for their feedback and assure them a supervisor will respond shortly (complaints received in writing shall be acknowledged within two business days). • Immediately report any complaint received to the supervisor. • Notify the Executive Director immediately if a complaint is received from a funder or other external organization.
Program Team Leads, Supervisors, Managers	<ul style="list-style-type: none"> • Investigate the complaint thoroughly. • Maintain strong communication with the complainant throughout the process. • Keep supervisor or manager informed as appropriate and escalate the complaint if a satisfactory resolution is not found in a timely manner (staff shall attempt to resolve the matter within ten business days). • Document the complaint. • Notify manager if systems issue, or ongoing participant or staff safety concern identified.
Manager, Quality & Risk	<ul style="list-style-type: none"> • Receive, and act on complaints sent in via written letters, email or via the Creating Alternatives website. • Prepare a complaint report, including trend analysis to share with the appropriate parties. • Lead all training on handling and documenting complaints.

Documentation

The receipt of a complaint will be documented, including the details of the complaint, the steps taken in the investigation, key findings, along with rationale and a recommendation for resolution. A summary of the complaints received, including number and type, shall be reported to the Creating Alternatives Board of Directors annually.

Training / Education

At Creating Alternatives' new employee orientation, all employees, students, and volunteers are instructed on their role in receiving, and reporting complaints to a supervisor. The supervisor and manager are to be trained annually in how to accurately report a complaint.

Appendices

Appendix A: Complaint Tracking Form



APPENDIX A
COMPLAINT TRACKING FORM

Date of Initial Complaint: _____

Name of Complainant:

Contact Information of Complainant:

Address:

Email:

Phone number:

Description/Explanation of Complaint:

Complaint received by (Name):

How was the complaint received (verbal/written)?

Date acknowledgement of receipt was given to complainant:



Complaint being dealt by (Name):

Resulting action planned, recommended, or executed:

Date of follow up with Complainant:

Date complaint resolved:

Name of Employee:

Signature of Employee:

TRACK COMPLAINT IN LOG FOR ANNUAL SUMMARY OF COMPLAINTS