

COMPLAINTS POLICY

POLICY

Ivan Franko Homes always strive to be responsive to client concerns. The Board of Directors and the Administration have established this complaints policy to provide residents, as well as staff at the Ivan Franko Home with clear procedures to follow when lodging a complaint.

PURPOSE

To provide residents and staff at Ivan Franko Homes with a clear process for filing or handling and resolving complaints.

To encourage and enable reporting within Ivan Franko Homes relating to breaches or suspected breaches of Ivan Franko Homes' policies and procedures or standards and legislation that apply to Ivan Franko Homes.

DEFINITION

A complaint is defined as negative feedback to the service provider, either written or verbal. A statement of concern or a statement of a problem would be considered a complaint for purposes of this policy.

PROCEDURES

1. The Ivan Franko Homes ensure that at admission or at the time that services begin, the resident is given appropriate information regarding the type and scope of services, the resident's Bill of Rights, agency contacts for asking questions or lodging complaints, making an appeal to the Board of Directors, and making an appeal to the local Ministry of Health/LHIN office.
2. Reportable matters include, but are not limited to:
 - a. Improper or incompetent treatment or care of a resident;
 - b. Abuse of a resident by anyone or neglect of a resident by the Home or its staff;
 - c. Unlawful conduct;
 - d. Misuse or misappropriation of a resident's money;
 - e. Misuse or misappropriation of government funding provided to the Home;
 - f. Any other matter concerning the care of a resident or the operation of the Home;
 - g. Any threat to or abuse of a staff member or volunteer of the Ivan Franko Home.

3. The following are procedures for submitting a written or verbal complaint:
 - a. All verbal or written complaints should be directed to a staff member or immediate supervisor responsible for service/department involved.
 - b. A copy of all written complaints must be forwarded to the Administrator/Executive Director immediately.
 - c. The Administrator/Executive Director will contact the person who filed the complaint, acknowledging receipt of the complaint and if necessary, obtaining additional information to assist with the investigation.
 - d. When a complaint is received by the administration of the Ivan Franko Home, the administration is responsible for documenting the complaint in writing and providing complainant with a written response within 10 business days. For those complaints that cannot be investigated and resolved within 10 business days, an acknowledgement of receipt of the complaint shall be provided within 10 business days which will include a date by which the complainant can reasonably expect a resolution and a follow-up response. The follow-up response to the person who made the complaint must include:
 - i. what the Ivan Franko Home has done to resolve the complaint, or
 - ii. that the Ivan Franko Home believes the complaint to be unfounded and the reasons for this belief.
 - e. A systematic logging process (see form below) is implemented for recording and tracking details of all complaints, both verbal and written, such as nature of complaint, type of service involved, action(s) taken and current status.
 - f. Verbal complaints should be investigated as soon as possible after receiving the complaint. Verbal complaints that are resolved within 24 hours of the complaint being received, do not require a written response.