

1.07 COMPLAINTS AND FEEDBACK

Subject:	Addressing Complaints and Feedback	Policy Number:	1.07
Developed:	February 2001		
Last Revised:	November 2023		
Last Reviewed:	November 2023		
Approved:	November 2023		
References:			
Previous Policy Number:	25		
Approved by:	The Board of Directors		

Complaints and feedback from patients/participants and the public assist the organization to improve the quality of services it provides. A flow chart of the complaint's procedure will be displayed in prominent locations in the organization and on the website (see below). Complainants have the right to have their complaint reviewed and addressed without fear of embarrassment or reprisal. Respondents have the right to be informed of allegations and the opportunity to respond to the complaint. All complaints are investigated and responded to quickly so as not to delay appropriate action.

General Complaint Procedures

- Participants are encouraged to address the complaint directly to the staff member, a student on placement or volunteer, or to the appropriate supervisor.
- If a complaint is made to another staff member, they will inform the individual about the policy and outline the options for addressing the complaint including speaking to the individual member/volunteer directly involved or the employee/volunteer's supervisor.
- Informal resolution of difficulties should be sought between the staff member and the complainant whenever possible before resorting to formal procedures.
- Appropriate support will be provided to both parties during interviews (e.g., a staff member may invite a colleague; the complainant may invite a relative, friend or neighbour).
- When a complaint has not been resolved to the individual's satisfaction with an employee, the appropriate supervisor will intervene to resolve the problem.
- Complaints related to service delivery (i.e., hours of operation, ability to book appointments) will be brought to the attention of the appropriate supervisor and/or Chief Executive Officer.

Formal Complaint Procedures

- If a written complaint is received, an acknowledgement is sent to the complainant within 48 hours by the supervisor or delegated staff member.
- The supervisor will inform the employee/volunteer about the nature of the allegation, including the names of the complainant.
- Copies of written complaints will be shared as appropriate with the staff member/volunteer, immediate supervisor and Chief Executive Officer.

- The supervisor will review the complaint, including written documentation and interview the complainant and the employee/volunteer and witnesses if necessary within 10 working days.
- The supervisor will complete a written report including a summary of the facts, an analysis and a conclusion within 10 working days.
- The Chief Executive Officer shall be informed of the results of the investigation and any actions which will be taken.
- If the decisions or interventions by the staff member or the supervisor are unacceptable to either the participant or the staff, the complaint or problem shall be taken to the Chief Executive Officer for a final appeal.
- If the complainant prefers, the Chief Executive Officer can become involved at any point in the process.
- The Chief Executive Officer has the same responsibilities as the supervisor to share and document information and investigate in a timely manner.
- If the issue is still not resolved to the complainant's satisfaction, the Chief Executive Officer will inform the chair of the board of directors and ask for the assistance of outside professionals to help resolve the issue.
- Mediation/conflict resolution will be provided if all parties agree to participate.
- Upon completion of the investigation, the follow-up action will be determined by the severity and frequency of the misconduct.
- Formal complaints will be documented using the incident report form and placed in a central file by the Executive Assistant.
- The report shall include details regarding the nature of the problem, circumstances which precipitated the incident, how it was addressed, and whether or not the individual appears satisfied with the outcome.



Giving Positive Feedback and Resolving Complaints

WE WANT TO HEAR FROM YOU!

PLEASE SHARE YOUR EXPERIENCE BY

Emailing Feedback to info@langs.org
Completing a "ticket to comment" card
Speaking to one of our staff members



POSITIVE FEEDBACK

Thank you!
We appreciate you taking the time to share.



COMPLAINT OR CONCERN

Thank you!
We are committed to improving our service and
supporting our community.

Speak directly to one of our staff members.

Speak with the program supervisor if you are more
comfortable with that or if your issue is unresolved.

Provide the supervisor with a brief written account
of your concern, if requested.

Expect a resolution and/or a written response
within 10 working days.

If unresolved, an outside mediator may participate
in the process to assist with resolving the issue.

