	Client Feedback, Complaints, and Appeals
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Effective Date: July 14 2023

Revision #: 2

SCOPE

All employees, students, volunteers, and brokered helpers.

RATIONALE

To provide a fair, timely and confidential process that results in client satisfaction while upholding the integrity and mandate of the agency.

POLICY

Community Care Peterborough (CCP) will provide and publicize a means of resolving complaints from clients, including complaints about the accuracy, currency or completeness of client information and appeals of eligibility for service decisions relating to clients and potential clients.

Information regarding CCP’s Client Feedback, Complaints, and Appeals process will be made available to clients at the time services are initiated through the Client Bill of Rights. It is also available publicly on CCP’s website.

Client, caregivers, and potential clients may contact any of our offices to initiate complaints, make appeals, or provide feedback about service. Complaints and appeals may also be submitted in writing by letter, email, or by completing the Feedback Form on the CCP website or the Client Feedback, Complaints, and Appeals brochure.

Through its quality assurance process, CCP will periodically examine service complaints to identify agency-wide issues that may require CCP’s review. Trends and issues identified, as well as steps taken to address them will be included in CCP’s Annual Service Plan. Client feedback of a positive and anecdotal nature will also be retained and tracked.

DEFINITIONS



Client Feedback, Complaints, and Appeals


PROCEDURES

Complaints

1. Clients or caregivers who wish to make a formal complaint about an incident or service issue, will submit their complaint to the Coordinator or designate. The client may do this in writing or verbally.
2. Initial complaints will be handled by employees based on the nature of the complaint:
 - a. General service complaints will be handled by the Coordinator/designate;
 - b. Complaints about the Coordinator/designate will be handled by their supervisor.
3. The Coordinator/designate will respond to complaints within 5 business days. If the complaint is not resolved, the Coordinator/designate will immediately share the information with the Director of Support Services who will respond within 5 business days.
4. If the complaint is not resolved, the Director of Support Services will forward it to the Executive Director who will respond within 5 business days.
5. Should there be no resolution, the Executive Director will forward the issue to the Executive Committee of the Board of Directors. The decision of the Executive Committee will be communicated to the client in writing. In this letter, the client will be advised of their right to appeal.
6. Information relating to the nature of the complaint, date, service office, and outcome will be tracked by the Director of Support Services.
7. Information regarding complaints will be retained by the Director of Support Services in hard copy for a period of seven (7) years.
8. The trends and themes will be reviewed and monitored by the Continuous Quality Improvement (CQI) Committee every 6 months.

Service Eligibility Appeals

9. Individuals who have been assessed as ineligible for a service who wish to appeal the decision will submit their complaint to the Director of Support Services. The applicant may do this in writing or verbally.

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10. The final decision must be communicated to the client within 30 calendar days otherwise the client will be granted temporary eligibility and retain the temporary eligibility until the final decision is made.

RELATED POLICIES

CLI-1-40: Client Rights and Responsibilities
 CLI-1-80: Client Feedback, Complaints, and Appeals

RELATED DOCUMENTS

Client Feedback, Complaints, and Appeals brochure.

REVIEWS AND REVISIONS

Date Approved (mmm dd, yyyy)	Comments
Apr 26, 2000	Developed policy
Apr 27, 2005	Revised
Aug 27, 2018	Revised
Jul 14, 2023	Revised

Next Review Date:	July 2026
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