

Complaint Resolution Policy

In order to provide effective services to clients, the FVDCDC believes in developing a partnership with parents, caregivers and community.

A healthy partnership includes clear and honest communication regarding both successes and concerns that may arise. Staff members are responsible for seeking regular feedback from parents and caregivers in order to maintain a healthy partnership.

From time to time, concerns may arise that require further assistance. Parents and caregivers are encouraged to deal with concerns through the Complaint Resolution Process provided in the family orientation package. Staff members may wish to discuss difficult situations with their Department Head in order to facilitate a resolution.

The FVDCDC will ensure that all complaints are dealt with fairly and in a timely manner. There will be no reprisal against parents or caregivers who lodge a complaint.

If a concern arises, the parents and caregivers are encouraged to:

1. Contact their child's team member directly to discuss their concern(s).
2. Contact the team member's Department Head if satisfaction is not reached with the team member.
3. Contact the Executive Director if their concern has not been appropriately resolved by the Department Head.
4. Follow the Complaints Resolution Process from the Ministry of Children and Family Development if they are unable to resolve their concern with the Executive Director.

Procedure:

When a complaint is received by a staff member the following will occur:

1. The staff member will respond as soon as possible and note the concern in the therapy notes along with the resolution.
2. If the concern is not resolved to the satisfaction of the parent/caregiver or community partner, the team member will inform the parent/caregiver or community partner of the complaint resolution policy and provide the name and phone number of their Department Head. The team member will inform the Department Head or designate of the matter as soon as possible.
3. Within seven (7) working days, the Department Head or designate will contact the parent/caregiver or community partner, document the concerns on the Complaint Resolution Form and collaboratively determine the desired outcomes, timelines, plan of action and review dates.
4. The completed original Complaint Resolution Form will be forwarded to the Human Resource Manager. A note referencing that a Complaint Resolution Form was completed will be entered into Contact Note on the ECR.

5. Within fourteen (14) working days, the Department Head or Executive Director will follow up with a letter to the parent/caregiver or community partner summarizing the action taken and outcomes.
6. If the outcome is not to the satisfaction of the parent/caregiver or community partner, the matter will be referred Executive Director within 2 working days.
7. If unable to meet the 14 working day deadline the reasons will be documented on the Complaint Resolution Form.
8. The Executive Director will follow the same procedure as the Department Head. If the concern is not resolved to the satisfaction of the complainant, they will be advised of the Ministry of Child and Family Development Complaints Process.
9. All concerns documented on the Complaint Resolution Form will be submitted to the Human Resource Manager and summarized in a yearly report for the Quality Improvement Plan.

Reference Policies & Forms

- Complaint Resolution Form
- [MCFD Complaints Process](#)