

 Rainy River District Social Services Administration Board	SECTION: Human Resources
	POLICY TITLE: Compliments, Concerns and Complaints
ORIGINAL DATE: October 15, 2015	POLICY AREA: Service Delivery
REVISION DATE: N/A	POLICY NO: HR-3.4
NEXT REVIEW DATE: December, 2019	APPROVED BY: Board Res. #80/15

Policy

The Rainy River District Social Services Administration Board (RRDSSAB) is committed to using feedback derived from a variety of sources to continually improve programs and services in all locations.

A Compliment, Concerns and Complaints Feedback Form shall be available at all service locations as well as on the RRDSSAB website. All feedback shall be responded to in a timely, responsive manner consistent with organizational values and established protocol. Feedback obtained shall be reviewed and utilized for the purposes of quality improvement. All written submissions shall be responded to in writing by the Chief Administrative Officer (CAO). Compliments, Concerns and Complaints received in writing shall be summarized quarterly and reported to the RRDSSAB Board of Directors along with resolutions achieved.

Program specific quality assurance forms may also be available to the public and staff, as determined by program legislative requirements or the needs of the organization.

Procedure

1. A completed Compliment, Concerns and Complaints form will be forwarded to the CAO or designate upon receipt.
2. The CAO or designate, upon receiving the form, will reply within five (5) business days, acknowledging receipt and providing any appropriate feedback, as applicable.
3. The CAO or designate:

Compliments

- Will forward the compliment within five (5) business days of receipt, to the appropriate Supervisor/Manager so that they may advise specific

individuals and program staff of the compliment. Where a specific staff member is referenced, a copy of the form will be placed on their personnel file. An evaluation of the compliment will be made to determine whether further/similar action may be replicated to provide continuous quality improvement. The CAO or designate, may provide an individual referenced in a compliment, with a formal letter, where the compliment exceeds the expectations of the organization or exemplifies the positive conduct of the employee.

Concerns

- Will forward the concern to the appropriate Supervisor/Manager for comment within five (5) business days of receipt. Comments will include recommended action taken or planned and a draft response to the initiator of the concern, if required.
- Will determine the appropriate remedial action, if any, and ensure such action is completed within fifteen (15) business days of receipt of the recommendations. He/she will notify the initiator of the actions taken within fifteen (15) business days of completion of the actions or determination that no further action is required, unless a response is not requested.

Complaints

- Will forward the complaint to the appropriate Supervisor/Manager for discussion with the CAO or designate and HR, if appropriate.

All complaints must be received within six (6) months of the alleged incident.

Complaints must provide sufficient information to facilitate a preliminary assessment. Complaints with sufficient information will be assessed based on the information provided.

The following details must be included in the complaint:

- Name(s) of the complainant, respondent and witness (if any);
- Date and location of the alleged incident or conduct;
- Alleged policy violation including the identification of prohibited grounds(s), if applicable;
- Description of the of the event or situation giving rise to the complaint;
- Description of other proceedings underway; and
- Resolution sought.

Every effort must be made to comply with the timeframes outlined within this policy. Timeframes, including those related to raising complaints under this policy, may be exceeded in extenuating circumstances. (eg. If warranted by the complexity of the case without voiding the process)

If the complaint is regarding Workplace Discrimination or Harassment, Human Resources Policy HR-6.0 will be utilized.

If the complaint is not regarding Workplace Discrimination or Harassment, the Supervisor/Manager, assigned by the CAO or designate, will complete a preliminary assessment within fifteen (15) working days.

This assessment will provide the CAO or designate with a recommendation for direct management action, alternative dispute resolution or an investigation.

The CAO or designate will:

- Receive the preliminary assessment and recommendation and select the resolution mechanism to pursue or provide an appropriate alternative course of action. Consultation with the complainant regarding a resolution will be at the discretion of the CAO or designate.
- All actions must be completed within sixty (60) days of completion of the preliminary assessment, unless there are extenuating circumstances.
- Notify the complainant of the remedies initiated and the outcome of these remedies within thirty (30) business days of the completion of the actions.

4. The CAO or designate will submit a summary of all Compliments, Concerns and Complaints to the RRDSSAB Board of Directors in the month following each quarter, including actions taken, and final outcomes.

(Exception: where a Compliment, Concern and Complaint may have a detrimental effect to the reputation of the organization, or erodes the public's trust, it shall be reported the Chair & Vice-chair as soon as practical and to the RRDSSAB Board at its next regularly scheduled meeting.